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ABSTRACT

In 1989, a survey was conducted in the San Diego Community College District to determine students' perspectives of the services offered at their college or continuing education site. The range of services evaluated included instruction, administration, student services, cafeteria, and facilities. A total of 246 classes taught at 13 campuses and continuing education facilities were selected to be surveyed, and responses were returned from 221 of these classes. Study findings, based on responses from 3,400 students, included the following: (1) 43% of the respondents rated the training and education they were receiving and the quality of instruction as "above average"; (2) 30% rated the quality of counseling as above average or excellent; (3) approximately 74% to 83% of the respondents had "no opinion" about the quality of health services, financial aid, child care, and veterans benefits; (4) the most common reasons given for enrollment at various sites included convenient location, intention to transfer to a four-year institution, and personal interest; and (5) continuing education students rated the quality of their training and instruction very highly, but as many campus-based services were not available to them, they gave significantly more "no opinion" responses than other students. The survey instrument is appended. (JMC)

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EDUCATIONAL MASTER PLAN

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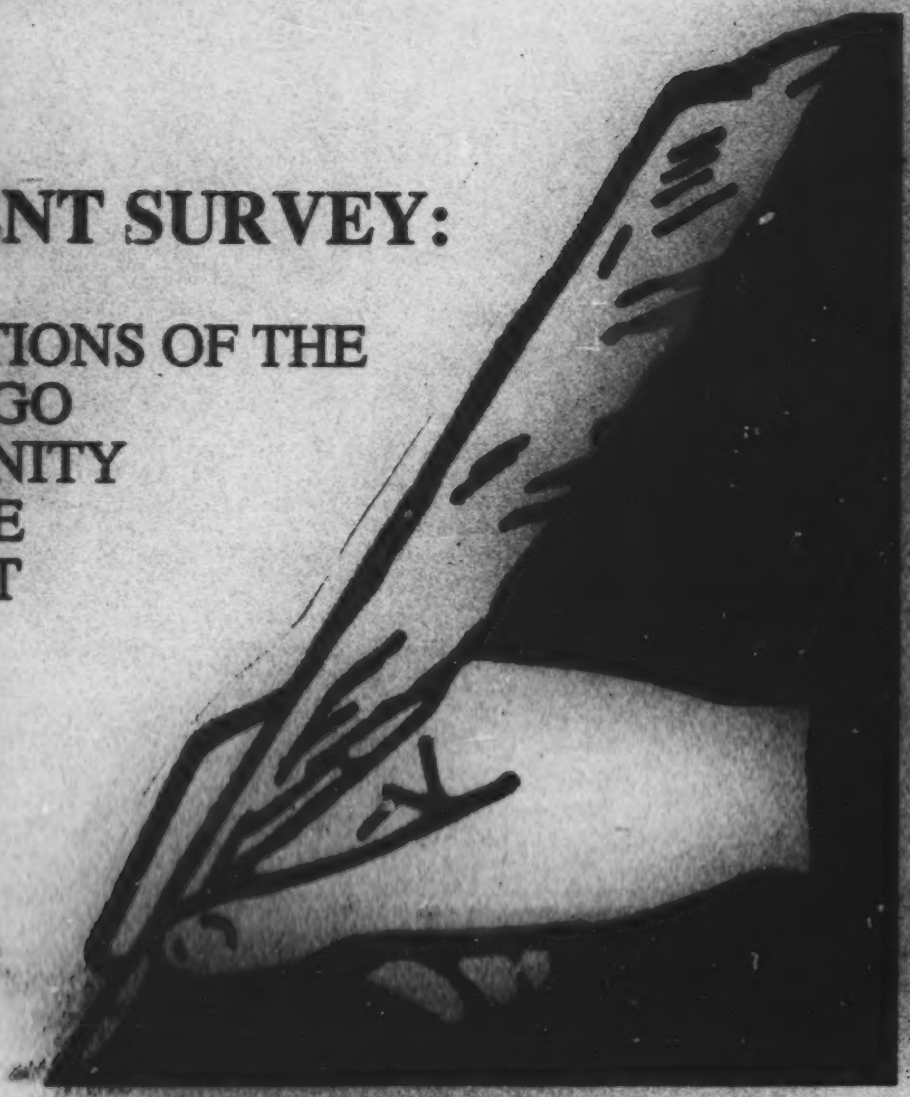
STUDENT SURVEY:

PERCEPTIONS OF THE SAN DIEGO COMMUNITY COLLEGE DISTRICT 1989



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William B. Armstrong

SAN DIEGO COMMUNITY COLLEGE DISTRICT
EDUCATIONAL MASTER PLAN
STUDENT SURVEY

EXECUTIVE SUMMARY

As part of the San Diego Community College District's Educational Master Plan (EMP), a student survey was conducted during the month of March, 1989. The purpose of the student survey was to obtain students' perspectives on the District's educational services. The college classes surveyed were randomly selected by the Research and Planning Department using the Statistical Package for the Social Sciences (SPSS). A random sample of continuing education classes was derived using a table of random numbers. Beginning and intermediate English as a Second Language classes were excluded due to language barriers in administering and interpreting the survey. College surveys were administered and collected by the members of the United Student Council. For Continuing Education, site Deans coordinated the survey distribution and collection with the surveys being administered by the instructors.

A total of 246 classes were selected to be surveyed and of those surveyed 221 responded. See Table E-1 below. This report presents the results in two sections. The first discusses the survey results received from City, Mesa, and Miramar colleges. The second discusses the survey results received from the continuing education students. Educational Cultural Complex (ECC) responses are included in the second section of the report since only ECC continuing education classes were surveyed.

Table E-1
SURVEY RESPONSE RATES

	Selected	Responded	Rate
City College	47	44	94%
Mesa College	56	35	63%
Miramar College	33	32	97%
ECC	18	14	78%
Clairemont Mesa	10	10	100%
Kearny Mesa	18	16	89%
Midway Center	11	8	73%
Mira Mesa Center	8	8	100%
North Shores	8	8	100%
Centre City	16	16	100%
ESD	23	23	100%
Navajo	8	8	100%
Harbor View	8	3	38%
TOTAL	**246**	**221**	**90%**

Student Survey

Students were asked to grade the educational services at their college or continuing education site. The range of services included instruction, administraton, student services, cafeteria, and facilities. Overall, the sample results indicated that most students rated the services available to them as average or above average, including: the quality of training and education, instruction, administration, clerical staff, maintenance workers, security guards, cafeteria workers and cooks. With the exception of the campus grounds and buildings at Miramar College, comparatively few students rated any of the services below average. Miramar College's low ratings in this regard may be attributed to the amount of new construction occurring there. A relatively high percentage of the sample also rated the appearance of the restrooms at all three colleges as average or below average.

Several questions elicited a high percentage of "no opinion" responses, which could be due to either limited availability of the service or limited interest in the service. The following questions received a high proportion of "no opinion" responses: tutoring, health, financial aid, child care/child development, and veterans benefits.

Among the three colleges surveyed, the students at City College tended to hold more favorable attitudes regarding the educational services offered.

Educational Status and Objectives

The sample indicated that most of the survey respondents were returning students. The students indicated many reasons for enrolling at their sites. The most common responses included: convenient location, transfer to a four year institution, and personal interest. A high percentage of the students sampled indicated that their current "program emphasis" was intent to transfer to a four year institution.

Sample Profile

The sample profile indicates that the SDCCD student population is very diverse. Thus profiles of "typical students" are difficult, hence only generalizations may be made.

City College

City College survey responses suggested that students sampled were under 25, single, renting a home and earning up to $12,000. City College students as a group were more ethnically diverse. These students generally work full-or part-time while attending school. Students did not indicate a preference for a particular class schedule; students attended classes at varying times, both day and evening.

Mesa College

Mesa College survey results indicated that the average student sampled was also under 25 and single, but more likely to be living at home with their parents, working part-time (earning under $6,000), and attending school full-time. Respondents from Mesa College tended to prefer attending classes during the day.

Miramar College

The Miramar College survey results suggested that the average student sampled there was slightly older than the students at the other colleges. They were more likely to be married, homeowners, and earning a higher income ($13,000 and over). It was the only college with more male students than female students. Miramar students indicated a preference for classes that met only once or twice per week.

Students from all three colleges shared some common characteristics. Most students indicated that they drove a car to campus, had an adequate to excellent chance of getting a job in their area of training, and were already working or looking for work. Gender was evenly distributed within each college. About two-thirds preferred the early start calendar, although this differs somewhat when analyzed by college.

Continuing Education Student Survey

Continuing education student respondents indicated that the perceptions of the district's educational services differed from those of the college students. In addition, many of the services available to students at City, Mesa, and Miramar were not available to continuing education students; therefore, many of the students indicated "no opinion" on many of the survey questions. Continuing education survey results may not be entirely representative of the continuing education student population because beginning and intermediate English as a Second Language courses could not be surveyed due to language limitations.

Student Responses

Students responded positively to the quality of the training and education services and the quality of instruction. A majority rated the quality of these services as excellent or above average. Students did not express strong opinions regarding counseling, administration, clerical staff, maintenance workers, security guards, cafeteria, cafeteria workers, and cooks. Most students indicated that the appearance of the buildings and the grounds was average, and restrooms were often rated below average. Few students indicated an opinion of the tutoring services, health services, financial aid, child care/child development services and veterans benefits services.

A low percentage of students indicated awareness of student government, and only one student in ten were members of the Associated Student Body. Although largely unaware of the student government, almost two-thirds of the students indicated satisfaction with student government.

Almost two-thirds of the survey respondents were returning students and approximately one-third were first time students. The continuing education students indicated many reasons for enrolling at their sites. The most common responses were: personal interest, skill improvement, to improve reading/study skills, convenient class times and location, and job skills. The current program emphasis for most continuing education respondents was vocational. Many also indicated "other," which may be due to the absence of a a "personal interest" option.

A low percentage of continuing education students were full time students. The survey data suggested that continuing education students varied widely in such areas as age, marital status, ethnicity, and income

SAN DIEGO COMMUNITY COLLEGE DISTRICT
EDUCATIONAL MASTER PLAN STUDENT SURVEY
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SAN DIEGO COMMUNITY COLLEGE DISTRICT
EDUCATIONAL MASTER PLAN
STUDENT SURVEY

Background

An essential component in the development and evaluation of the San Diego Community College District's Educational Master Plan is a survey of students in both the colleges and continuing education regarding their perceptions and evaluation of our educational services. To be effective, strategic and long-range planning must incorporate the views of students, staff, and the community. One part of this triad, the Student Survey, has been completed and the results are presented and discussed below.

Methodology

The surveys were developed in conjunction with the Master Plan Steering Committee and the United Student Council. The survey form consisted of 61 fixed-response questions and seven open-ended response questions on two-page optical scan forms. Computerized class lists were obtained from SDCCD Computing Services and a statistically random sample of classes to be surveyed at the colleges was developed using the random number generator used in the Statistical Package for the Social Sciences (SPSS). A computerized class list of continuing education classes was not available, thus random class lists were developed manually using a table of random numbers. The survey forms were placed into packets for distribution, administration, and collection by United Student Council volunteers at the colleges and by associate deans at each of the continuing education centers. Over 250 classes were selected to be surveyed, and 220 classes responded. In all, over 5,000 surveys were distributed, and 3,400 were received. The surveys were distributed the week of March 6th and forms were received from the colleges and continuing education throughout the month of March, 1989. Test forms were scanned and results analyzed using the Statistical Package for the Social Sciences (SPSS). Results are discussed and presented in the tables and graphs which follow.

Findings

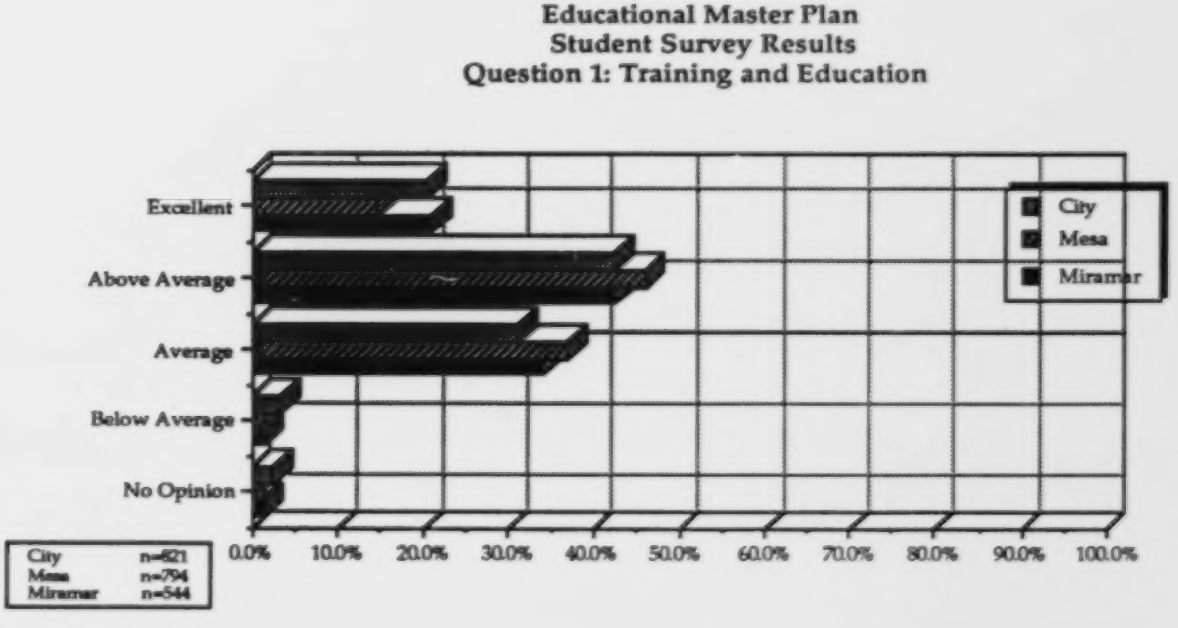
Survey questions and results are presented and discussed below separately for both the colleges and continuing education. Results are presented and discussed separately because of the differences in the services offered and the educational goals of the students in the colleges and continuing education programs.

Question #1:

In general, how would you grade the training and education you are receiving through your San Diego Community Colleges/Continuing Education Centers ?

For Questions 1 through 19, fixed response options were (A) Excellent (B) Above Average (C) Average (D) Below Average and (E) No Opinion. Districtwide, approximately 18% rated the training and education they had received as "excellent," 43% of the students rated their training and education as "above average," 33% of students surveyed rated the education and training as "average." Approximately 2% indicated that the education and training received was "below average," while 2% had no opinion. As can be noted in Figure 1 below, there were minor differences among the colleges. City College students tended to grade their training and education slightly more favorably. For example approximately 20% of the students at City College rated their training and education as "excellent," while approximately 15% of the Mesa students rated their education and training as excellent. Miramar College students were similar to City College students in their grading of the training and education received. Overall, students seem to be satisfied with the level of training and education they are receiving at SDCCD campuses.

Figure 1

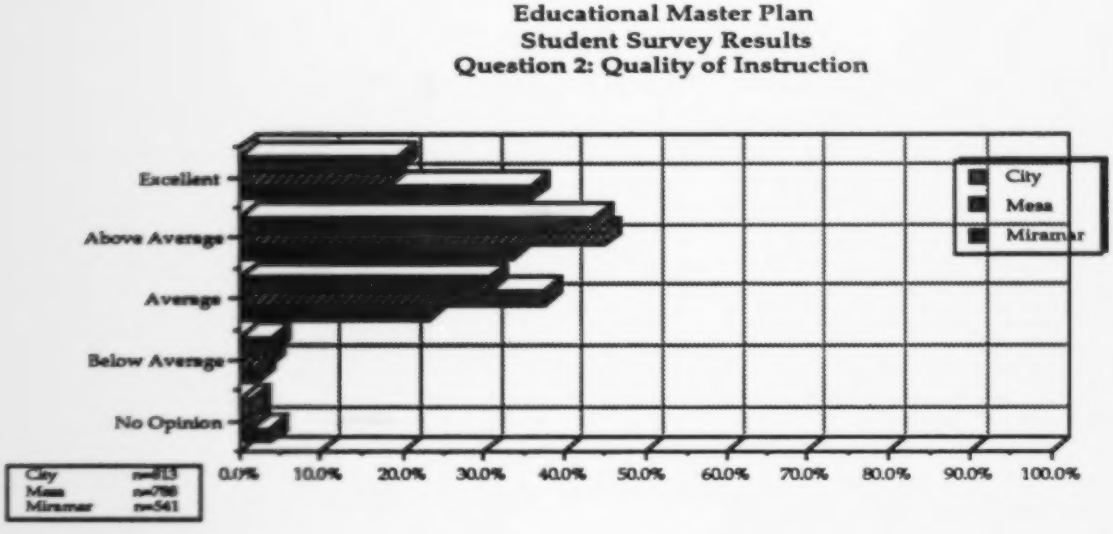


Question #2:

In general, how would you grade the quality of instruction?

Overall, approximately 17% of the students graded the quality of instruction as excellent, 44% of the students ranked the quality of instruction as being above average, 32% as average, 3% as below average, 1% had no opinion, while approximately 4% did not answer the question. Figure 2 below shows the responses to this question by college. As in Question 1, there were minor differences among the colleges. City and Miramar College students had a slightly higher proportion of "excellent" responses to this question than did Mesa College students.

Figure 2



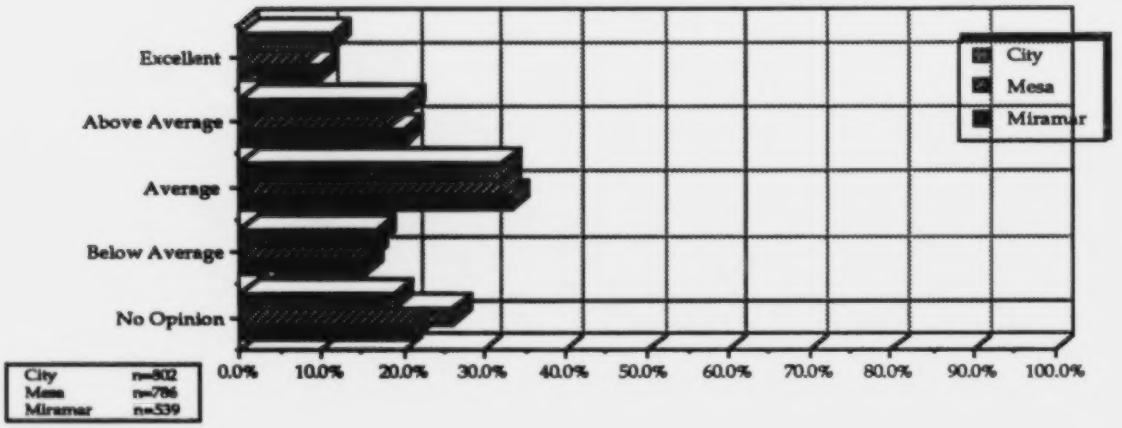
Question #3:

In general, how would you grade the quality of counseling?

Overall, approximately 10% of the students indicated that the quality of counseling was excellent and 20% rated it as above average. Approximately one-third (32.5%) of the students rated the quality of counseling as average, 16% indicated that the counseling they received was below average, and approximately 21% of the students had no opinion. Only 4% of the students did not respond to the question. Among the colleges there were slight differences in the percentage of students indicating that the quality of counseling was excellent. Approximately 11% of the City College students rated counseling as excellent, compared to 7% of the students at Mesa College, and 10% of the students at Miramar College. There was little difference among the colleges in the percent of students rating counseling as average or below average (approximately 46%). Districtwide, a large percentage of students reported having no opinion regarding counseling. This ranged from a high of approximately 26% at Mesa College to approximately 18% at City College, with Miramar falling generally in-between these percentages. (See Figure 3)

Figure 3

Educational Master Plan
Student Survey Results
Question 3: Quality of Counseling



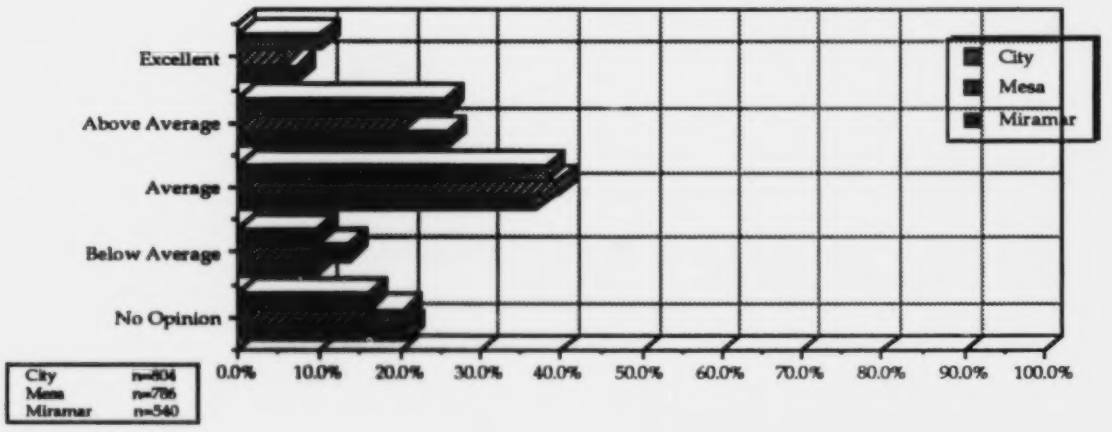
Question #4:

In general, how would you grade the quality of administration?

Among all students surveyed, approximately 8% rated the administration as excellent, 24% indicated that the administration was above average, 39% indicated that the quality of administration was average, 11% below average, while 19% had no opinion. Among the colleges, approximately 10% of the City College students rated the quality of administration as excellent, compared to 5.7% and 7.2% of the students at Mesa and Miramar colleges, respectively.

Figure 4

Educational Master Plan
Student Survey Results
Question 4: Quality of Administration

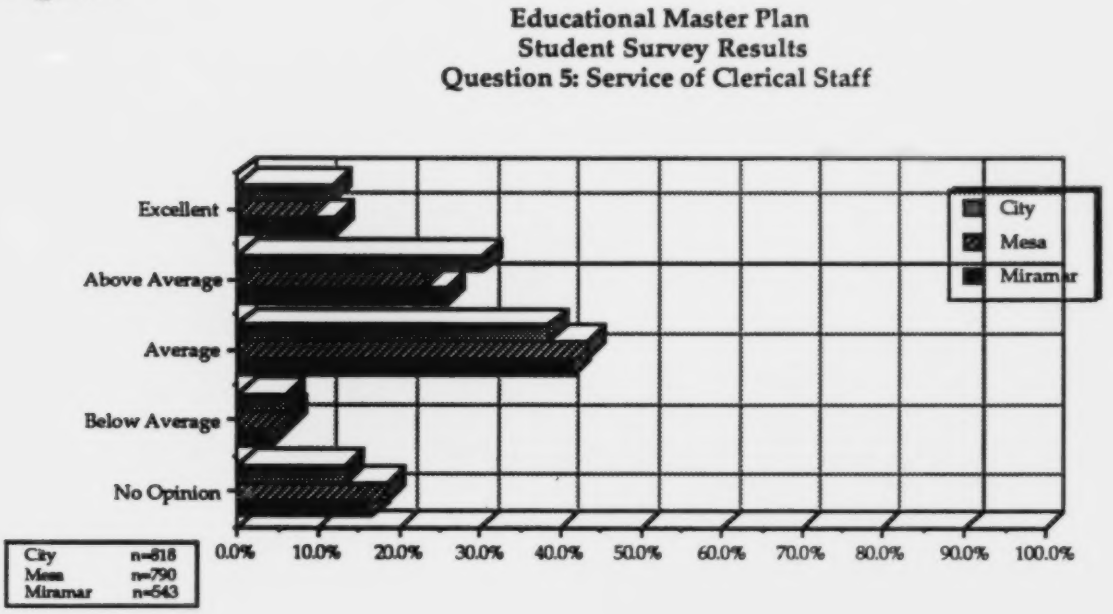


Question #5:

In general, how would you grade the service of the clerical staff?

Among the students surveyed, approximately 11% indicated the staff was excellent, and 27% felt the clerical staff was above average. Most students found the clerical staff to be average (41%). Only 6% indicated they felt the clerical staff was below average. Approximately 16% responded "no opinion" to this question. Figure 5 below shows that student opinions of the clerical staff across campuses were similar, with City students indicating the most favorable attitudes, and Mesa the least.

Figure 5



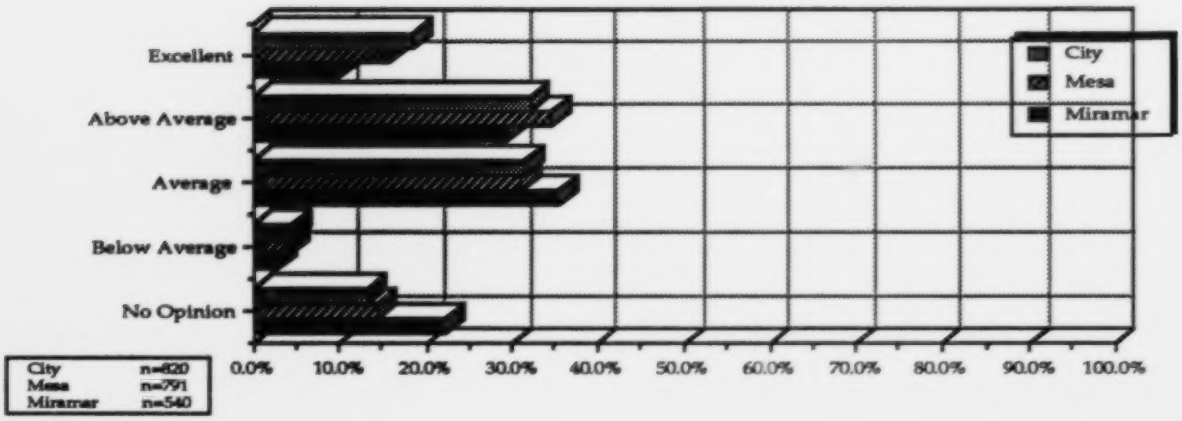
Question #6:

In general, how would you grade the service of the maintenance people?

Districtwide most of the students felt that the maintenance staff was either average (32%) or above average (33%). Approximately 15% of the students felt the maintenance staff was excellent, and only 4% felt they were below average. Approximately 16% had no opinion about the maintenance workers. There were no major differences in student opinions of the maintenance people as illustrated in Figure 6, although City and Mesa students tended to hold a slightly higher opinion of their maintenance workers than did Miramar students.

Figure 6

Educational Master Plan
Student Survey Results
Question 6: Service of Maintenance People



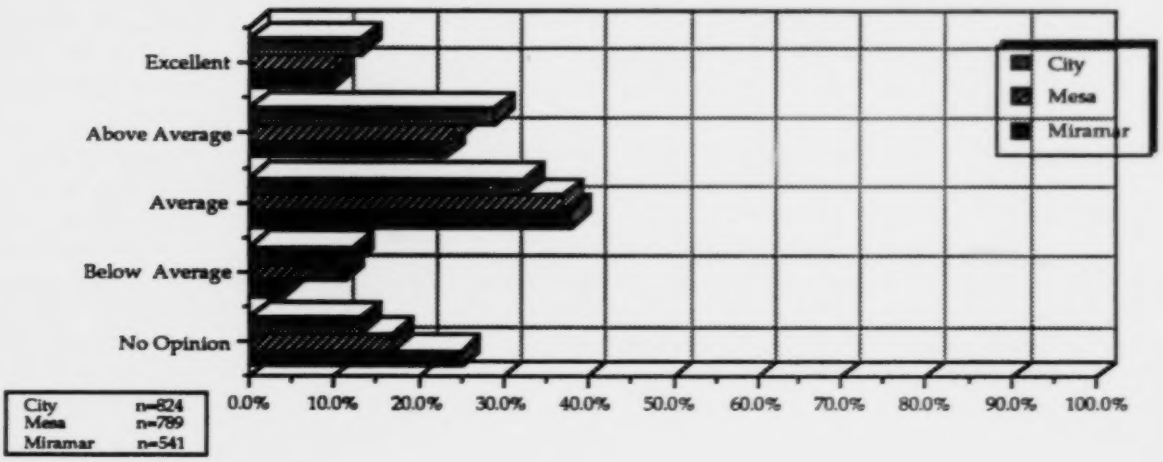
Question #7:

In general, how would you grade the service of the security guards?

More than one-third of the students felt that the service of the security guards was average (36%). Another one-third felt the security guards were above average (26%) or excellent (11%). The remainder of the students rated the security guards as below average (10%) or had no opinion (18%). Overall, City College had the most favorable opinion of their security guards, as shown in Figure 7 below.

Figure 7

Educational Master Plan
Student Survey Results
Question 7: Service of Security Guards



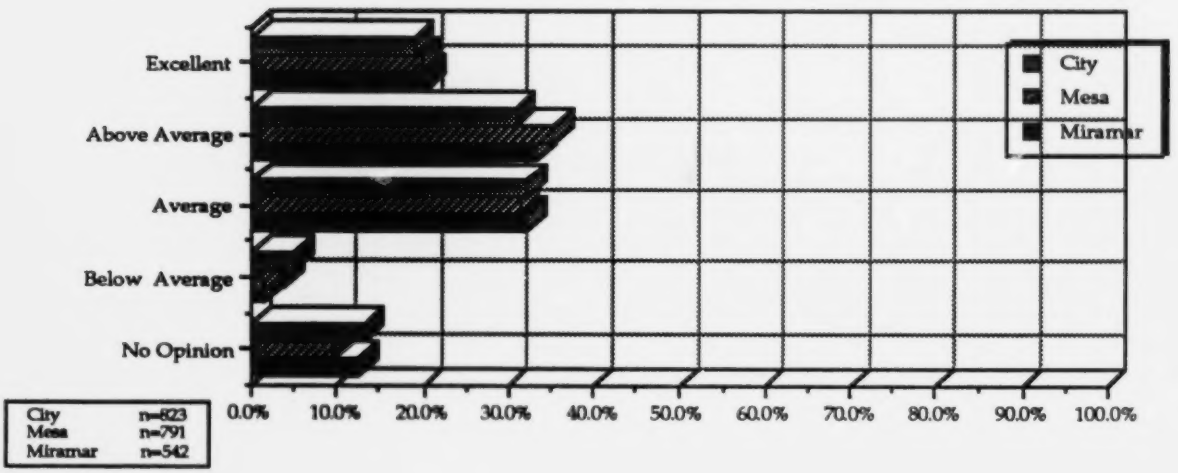
Question #8:

In general, how would you grade the service of the cafeteria workers?

Over half of the students rated the service of the cafeteria workers as excellent (20%) or above average (33%). A high percentage also graded the service of the cafeteria workers as average (32%), only 4% gave a rating of below average, while 12% indicated "no opinion." When examined by college, student opinions of the service of their cafeteria workers were almost identical as indicated in Figure 8 below.

Figure 8

Educational Master Plan
Student Survey Results
Question 8: Service of Cafeteria Workers



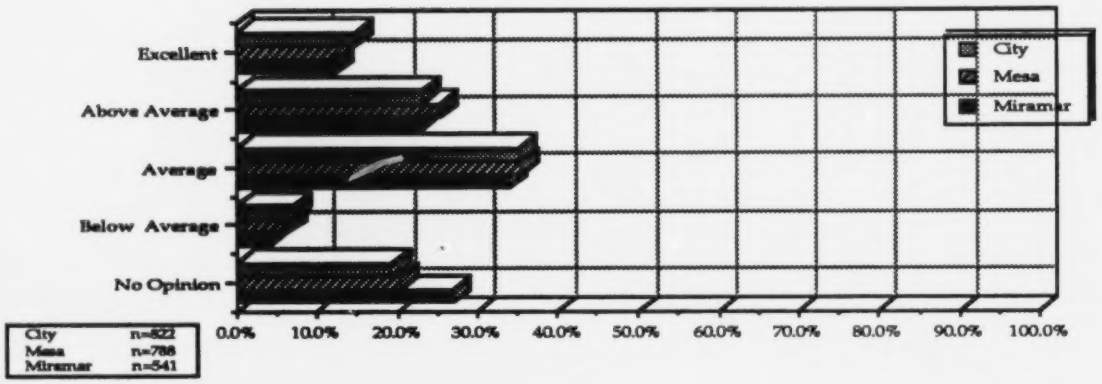
Question #9:

In general, how would you grade the service of the cooks?

The service of the cooks was rated average districtwide by 35% of the students. Approximately the same number rated the cooks as excellent (13%) or above average (24%). A small percentage believed the service of the cooks was below average (6%), and 22% had no opinion. Again, student opinions were similar across campuses as shown in Figure 9.

Figure 9

Educational Master Plan
Student Survey Results
Question 9: Service of Cooks



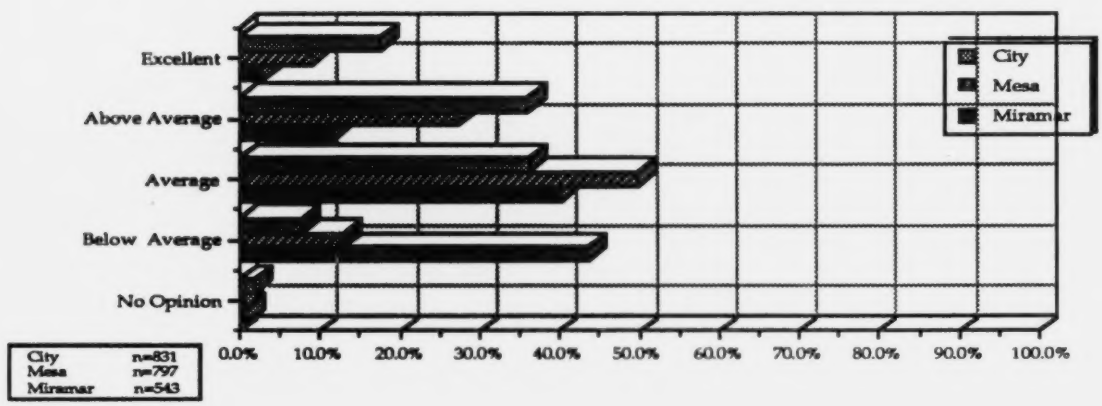
Question #10:

How would you grade your campus with regard to the general appearance of its buildings?

The majority of students (42%) rated the general appearance of the buildings as average; 26% rated the appearance was above average; 19% rated the appearance as being below average; 11% graded the appearance as excellent; and 1% had no opinion. Figure 10 suggests a significant difference in the students' opinions regarding the appearance of the buildings among the campuses. Approximately 45% of Miramar students rated the appearance of the Miramar College buildings as below average and 40% rated the appearance as average. City and Mesa students had a more favorable opinion of the appearance of their buildings.

Figure 10

Educational Master Plan
Student Survey Results
Question 10: Appearance of Buildings



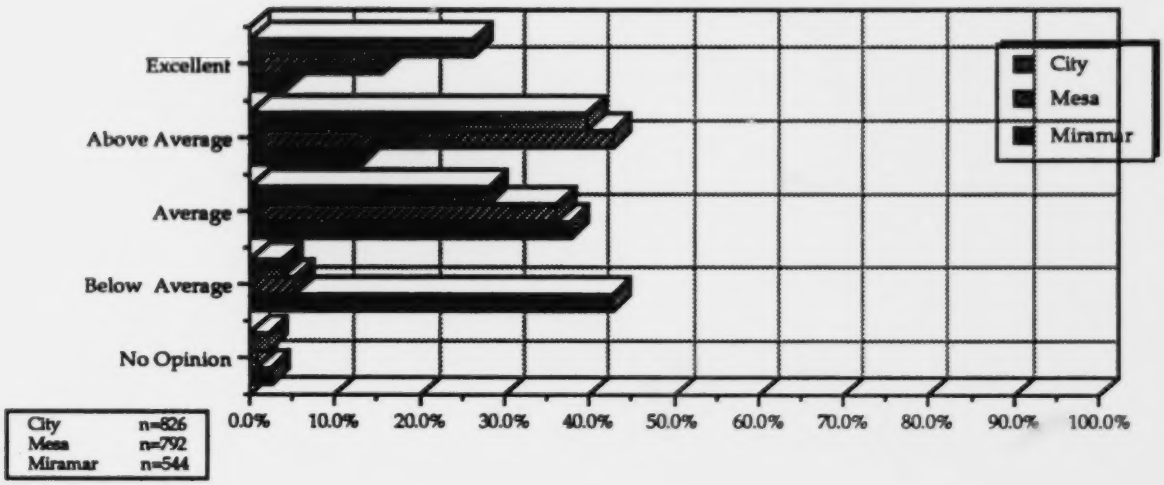
Question #11:

How would you grade your campus with regard to the general appearance of its grounds?

As in question 10, most of the students Indicated that the general appearance of the campus grounds was average (34%) or above average (34%). Approximately 17% of the students rated the grounds as excellent and 14% rated the appearance of the grounds as below average. Less than 2% indicated they had no opinion about the grounds. Figure 11 shows again that a significant percentage of Miramar students rated the appearance of their campus grounds below average (43%) or average (38%), while City and Mesa students graded the appearance of their campus more favorably. Miramar's low grade can perhaps be attributed to the tremendous amount of new construction occurring on the campus.

Figure 11

Educational Master Plan
Student Survey Results
Question 11: Appearance of Grounds



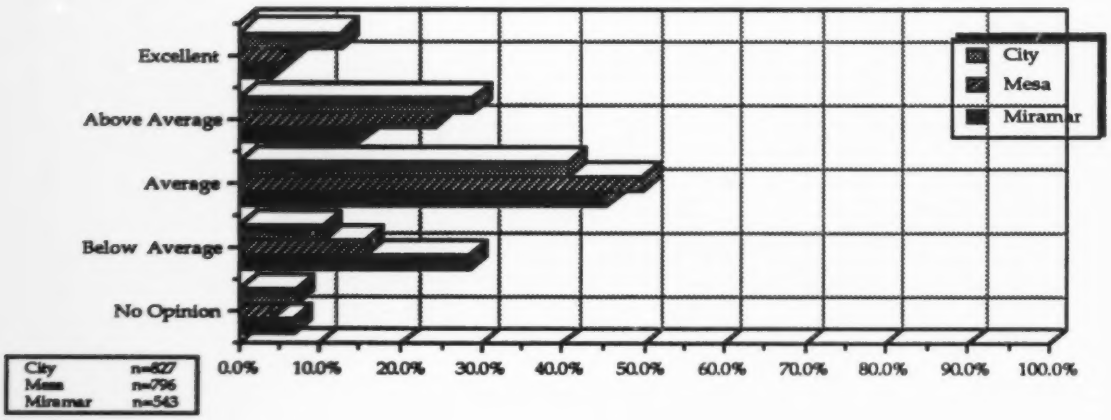
Question #12:

How would you grade your campus with regard to the general appearance of its cafeteria?

A high percentage of students rated the appearance of the cafeteria as average (45%). Approximately 24% of the students rated the cafeteria as above average; 8% as excellent; 17% as below average, while 6% had no opinion. Figure 12 indicates slight differences between the colleges. Miramar gave the appearance of their cafeteria the lowest rating of the three colleges, while students at City College rated it the highest.

Figure 12

Educational Master Plan
Student Survey Results
Question 12: Appearance of Cafeteria



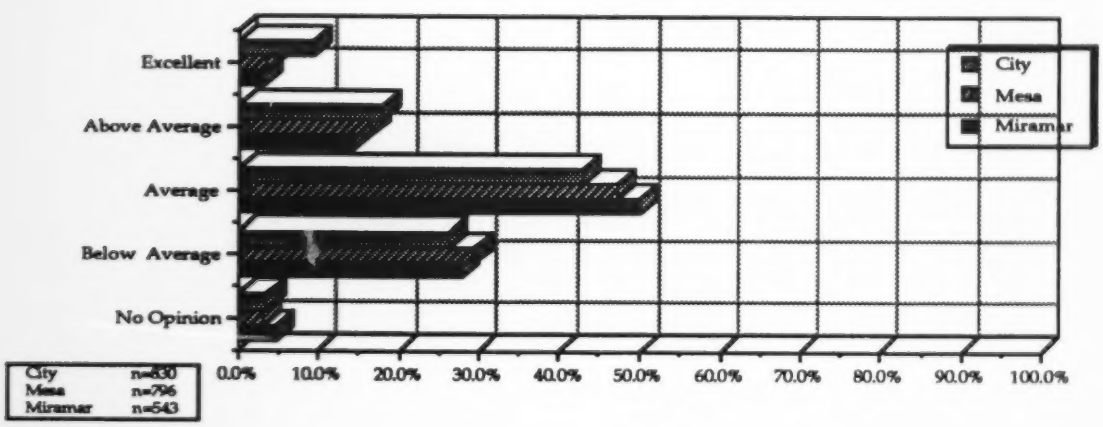
Question #13:

How would you grade your campus with regard to the general appearance of its restrooms?

Districtwide, approximately 46% of the students rated the general appearance of the restrooms as average. Approximately 17% of the students rated the appearance of the restrooms as above average; 6% as excellent. More than one fourth (28%) of the students rated the appearance of the restrooms as below average. Only 4% of the students indicated "no opinion" to this question. The chart below (Figure 13) does not indicate significant differences among the colleges regarding the appearance of the restrooms.

Figure 13

Educational Master Plan
Student Survey Results
Question 13: Appearance of Restrooms



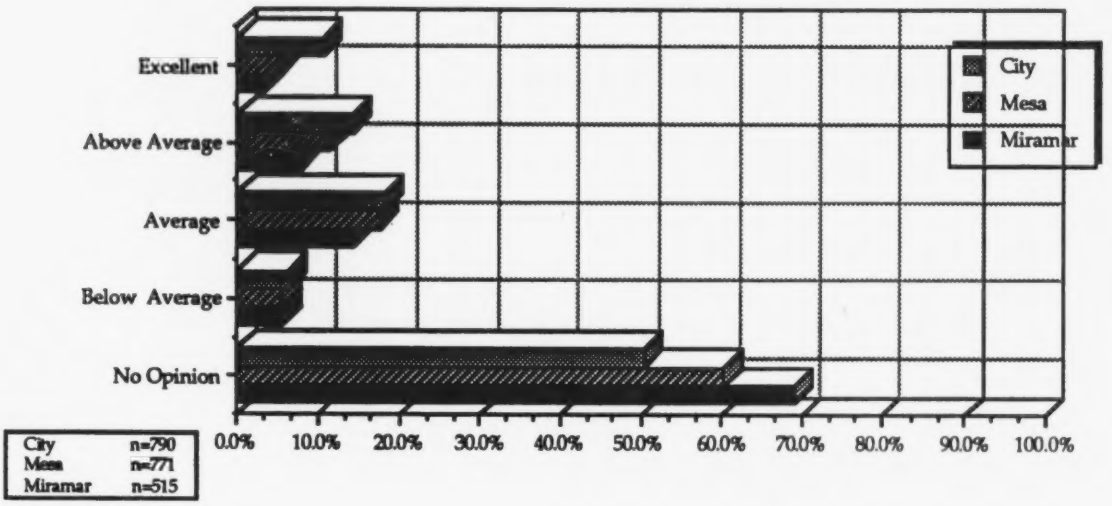
Question #14:

How would you grade the service you received in tutoring?

A high percentage of students (59%) indicated they had no opinion about the tutoring services at their college. This suggests that the majority of students do not use tutoring services, are not aware of services available, or minimal services are available. Of the students that responded to the question, most found the tutoring services average (17%) or above average (11%), while 7% rated tutoring services as excellent. Almost the same amount (6%) felt the services were below average. Figure 14 indicates that City College gave their tutoring services the most favorable rating, otherwise the ratings appear similar.

Figure 14

Educational Master Plan
Student Survey Results
Question 14: Tutoring Services

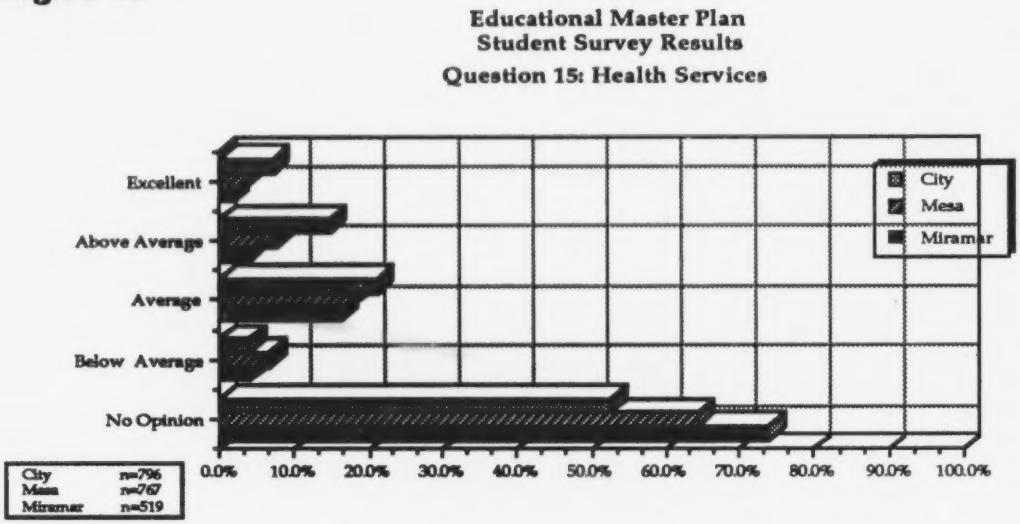


Question #15:

How would you grade the service you received in health services?

At the time of the survey, health services for students were limited or did not exist, however, beginning in the Fall,1989 semester, more extensive health services will be provided at the colleges. The majority (62%) of the students had no opinion on this question (see Figure 15).

Figure 15

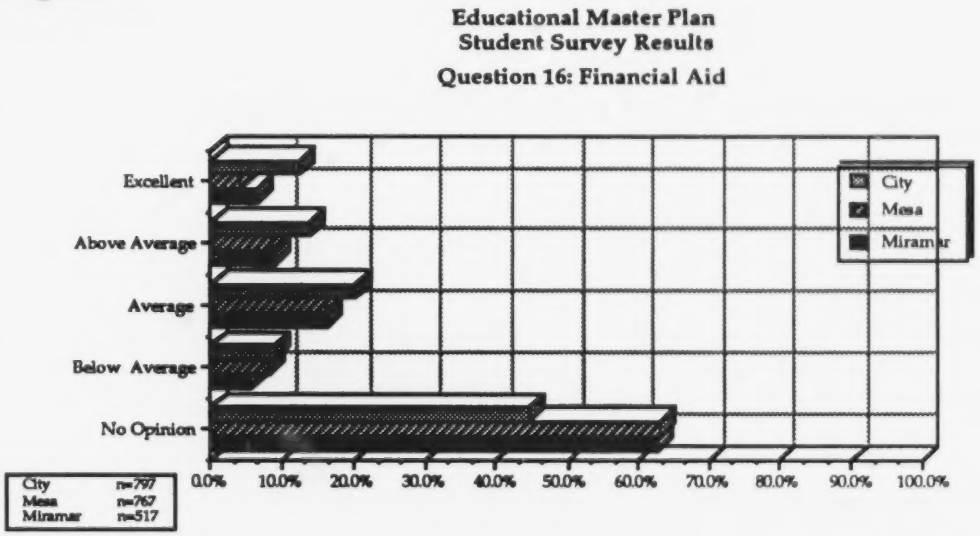


Question #16:

How would you grade the service you received in financial aid?

The majority (56%) of the students indicated they had no opinion about financial aid service. Again, this response suggests that a majority of students do not use this service or are unaware of the financial aid options available. Of the students that expressed an opinion, 18% rated financial aid services as average and 11% felt the services were above average. Approximately an equal percentage of students felt the services of the financial aid office were excellent and below average (8% each). Figure 16 shows that City College students indicated the most favorable opinion of the service received in the financial aid office among the three colleges.

Figure 16



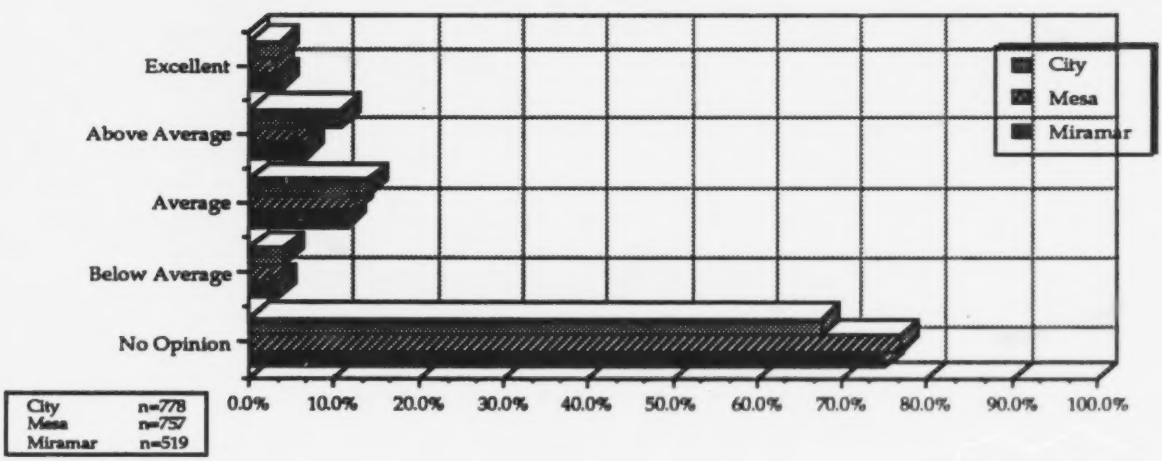
Question #17:

How would you grade the service you received in child care/child development?

Currently there are no child care facilities operated by the colleges for students. However there are child development classes and facilities offered at some of the colleges or centers. Therefore there may have been some confusion in responding to this question because of the grouping of these two services, one which exists, and one which does not, into one question. Thus approximately 73% of the students had no opinion about child care/child development services. Of those that had an opinion, 13% rated the child care and development services as average; 8% rated them as above average; 3% felt they were excellent, and 3% felt they were below average. Further analysis of student responses to open-ended questions did not indicate a strong interest in child care services (see Appendix A). Figure 17 shows that City rated their child care and development services the highest.

Figure 17

Educational Master Plan
Student Survey Results
Question 17: Child Care/Child Development Services



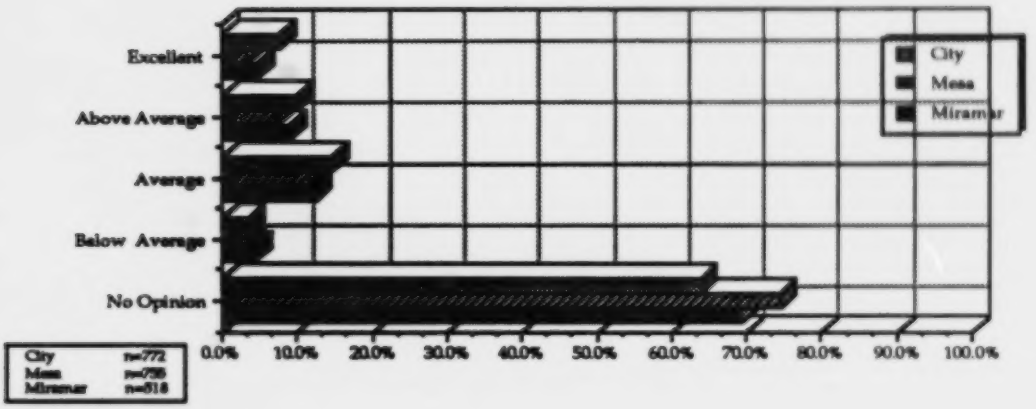
Question #18:

How would you grade the service you received in veterans benefits?

Most students do not receive veterans benefits, thus 69% of the students had no opinion on this issue. Of those students rating the service of the veterans benefits office, 13% rated the services as average, 9% rated them as above average, 5% rated them as excellent, and 4% felt they were below average. Figure 18 shows that student responses were similar across campuses, but City College students tended to rate their services slightly higher.

Figure 18

Educational Master Plan
Student Survey Results
Question 18: Veterans Benefits



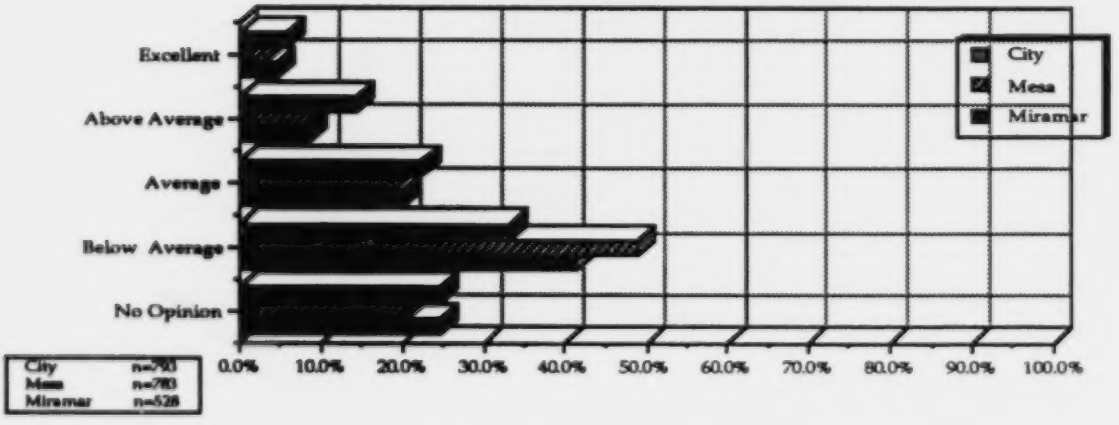
Question #19:

In general, how would you grade your own awareness of Student Government?

A high percentage of students rated their awareness of student government was below average (41%). Approximately 20% of those surveyed rated their awareness as average, approximately 11% rated their own awareness as above average, while approximately 5% rated their own awareness as excellent (5%). Approximately 23% selected the "no opinion" option for this question. The chart below (Figure 19) suggests that the students at Mesa generally rated their awareness of student government lower than the other two colleges. City College students had the highest awareness ratings.

Figure 19

Educational Master Plan
Student Survey Results
Question 19: Awareness of Student Government

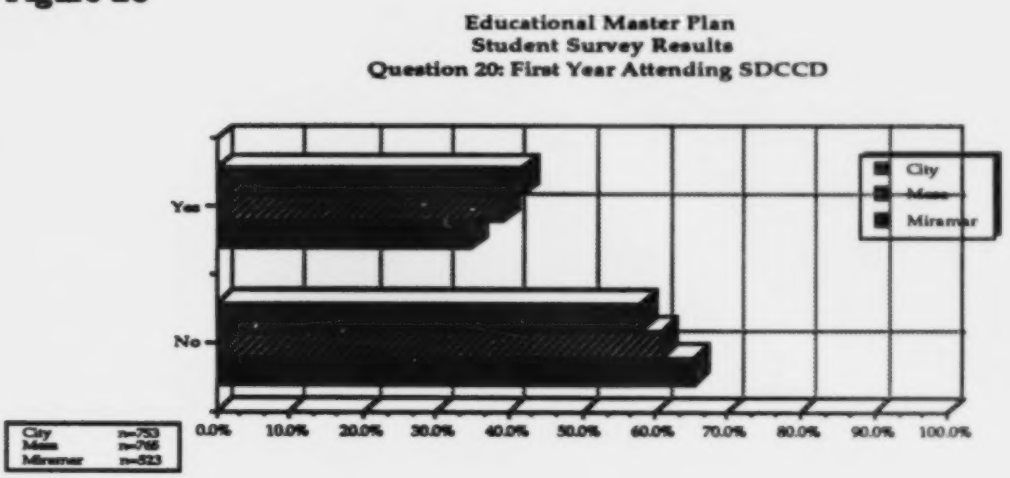


Question #20:

Is this your first year attending San Diego Community College?

Close to two-thirds (61%) of the students responding to this survey were not first-time students. Thirty-nine percent of the students that responded were first time students. According to Figure 20, there were more first time students from City College, and the smallest number from Miramar.

Figure 20

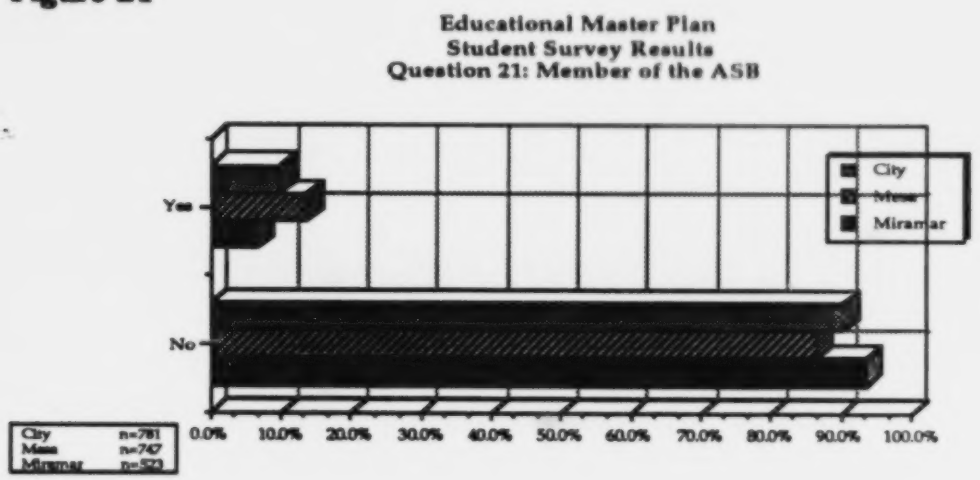


Question #21:

Are you a member of the Associated Student Body?

Very few students were members of the Associated Student Body (ASB). Approximately 11% of the students indicated that they were members of the ASB, while 89% are not. Figure 21 suggests that there are more students involved in student government at Mesa than at the other campuses.

Figure 21



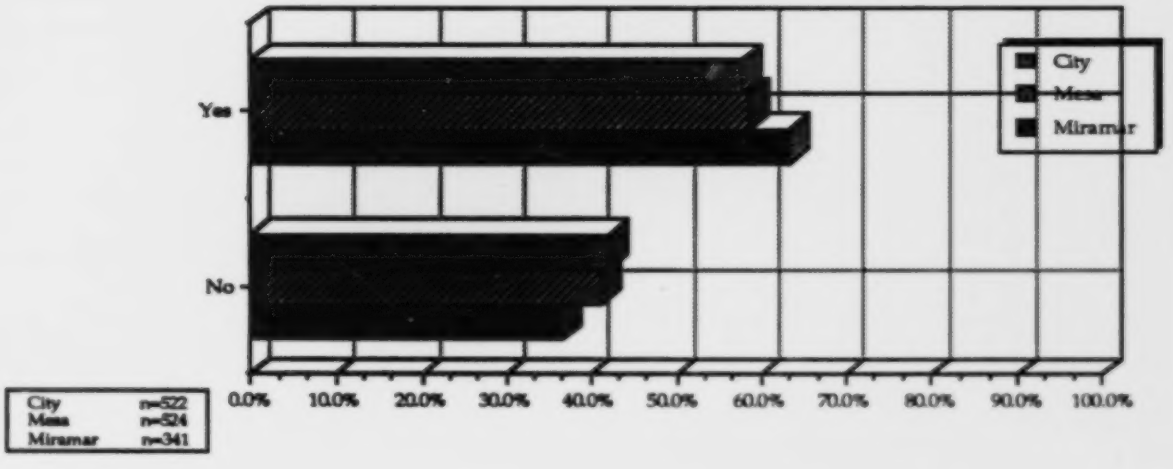
Question #22:

How satisfied are you with student government?

The majority of the students (60%) expressed satisfaction with Student Government while approximately 40% indicated dissatisfaction. Figure 22 shows that student responses were very similar. Of the three colleges, Miramar students indicated they were the most satisfied with their student government.

Figure 22

Educational Master Plan
Student Survey Results
Question 22: Satisfied With Student Government



Question #23 to #27:

Why did you enroll?

Students had many reasons for enrolling at their college. Some of the most popular reasons included: Transfer to a four-year institution, convenient location, general education, convenient class times, personal interest, and to improve skills. Some of these reasons were more popular at different colleges. Figures 23A, 23B, and 23C list the student responses for each campus. Students were given the option of multiple responses to this question, consequently the percentages do not add up to 100% in most cases.

Figure 23A

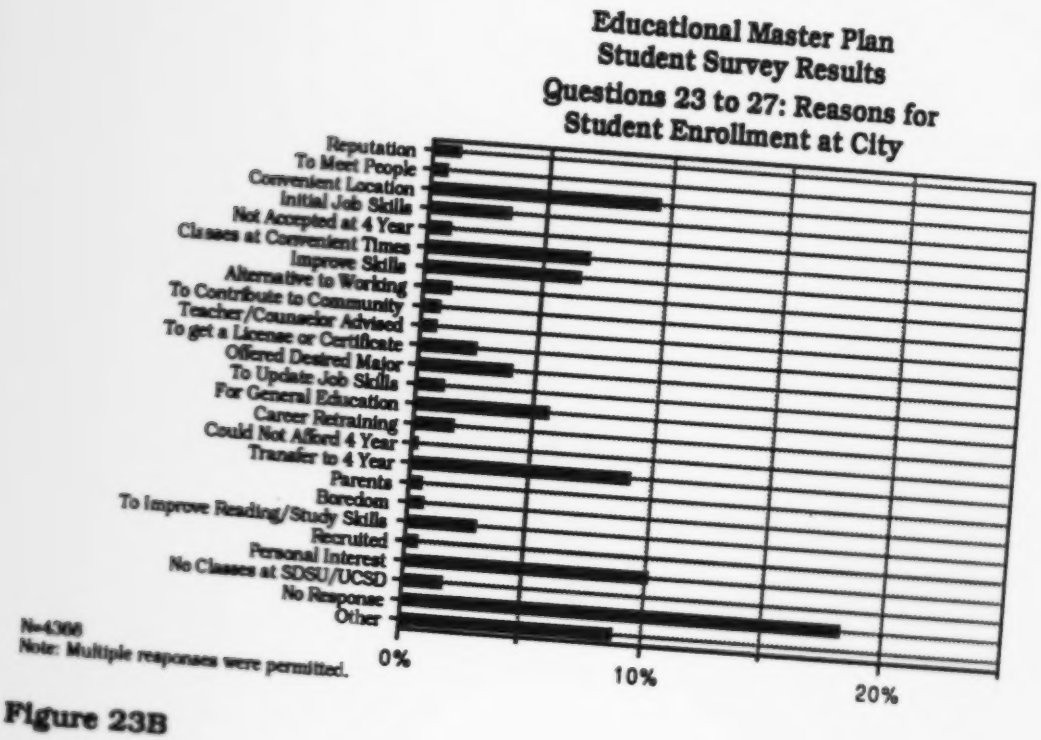


Figure 23B

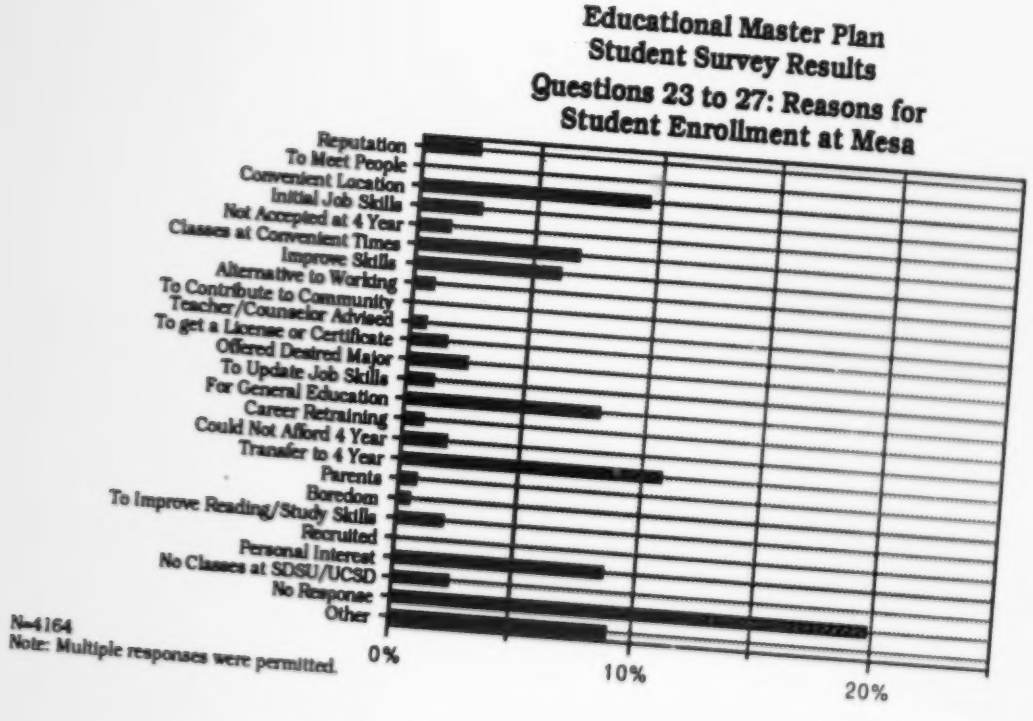
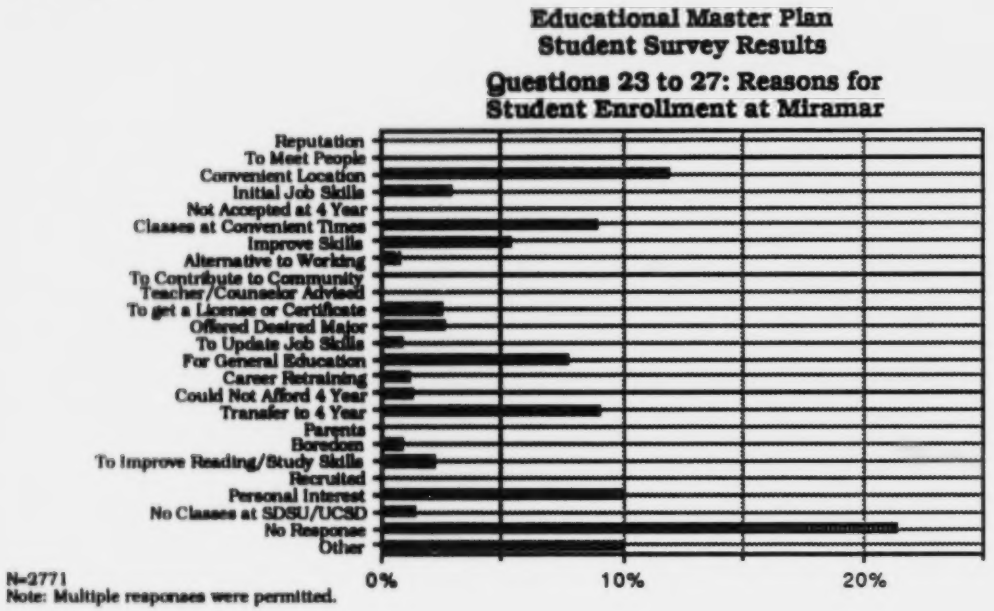


Figure 23C

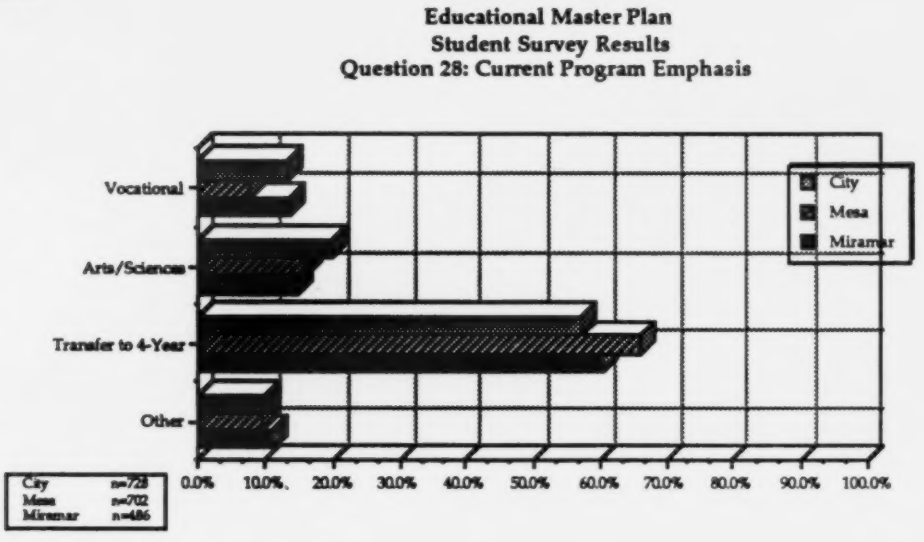


Question #28:

What is your current program emphasis?

Most students indicated that they were taking classes to prepare themselves to transfer to a four year institution (61%). Eleven percent of the students indicated a vocational program emphasis, 17% had an arts and sciences emphasis, and 10% had some other emphasis. Figure 24 shows that the colleges were similar in their distribution of students among the various emphases. Mesa College had the most students intending to transfer to four year institutions, and the smallest number of vocational students.

Figure 24



STUDENT SURVEY Page 2

The student survey was prepared on a two page scannable form. Whereas Page #1 asked the students to grade the educational services offered, **Page #2** asked the students to respond to questions relating to the number of courses and units enrolled in, preferred schedules, method of transportation, and demographic data. Page #2 also contained a number of open-ended questions. These are grouped and summarized in Appendix A. Fixed-response survey question results are discussed and presented in the charts which follow.

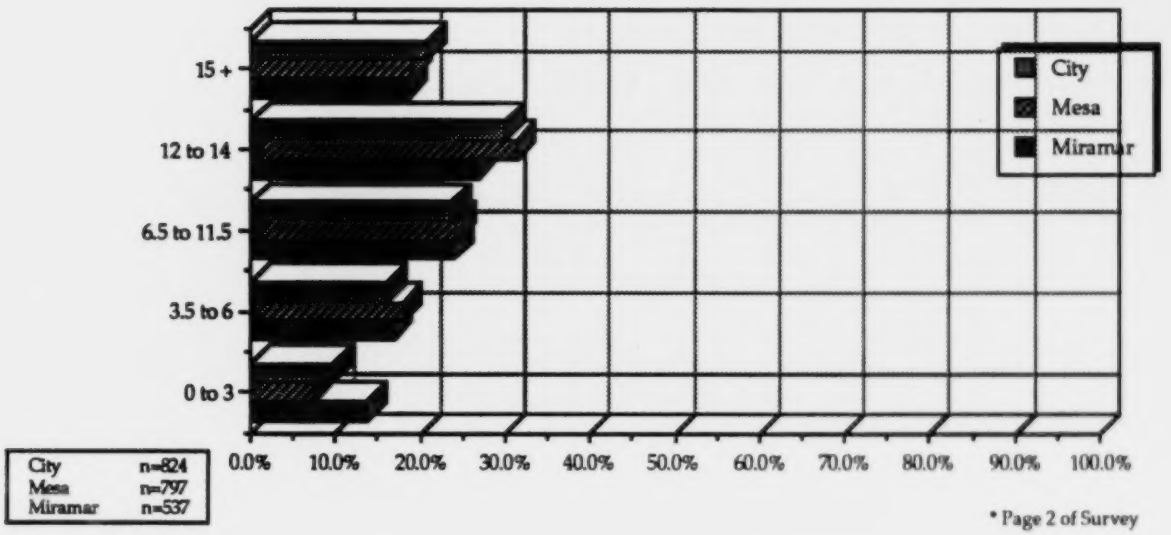
Question #1:

How many units are you carrying this semester?

Of the survey respondents districtwide, almost 10% of the students were enrolled in 3 units or less. Approximately 17% indicated they were enrolled in 3.5 to 6 units, 24% in 6.5 to 11.5 units, 30% in 12 to 14 units, and 19% in 15 or more units. As indicated in the chart below, approximately one-third of the students at Miramar attended part-time (to 6 units) , compared to about one fourth at City and Mesa. Most of the students surveyed at the three colleges were full-time students.

Figure 25

Educational Master Plan
Student Survey Results
Question 1*: Number of Units



* Page 2 of Survey

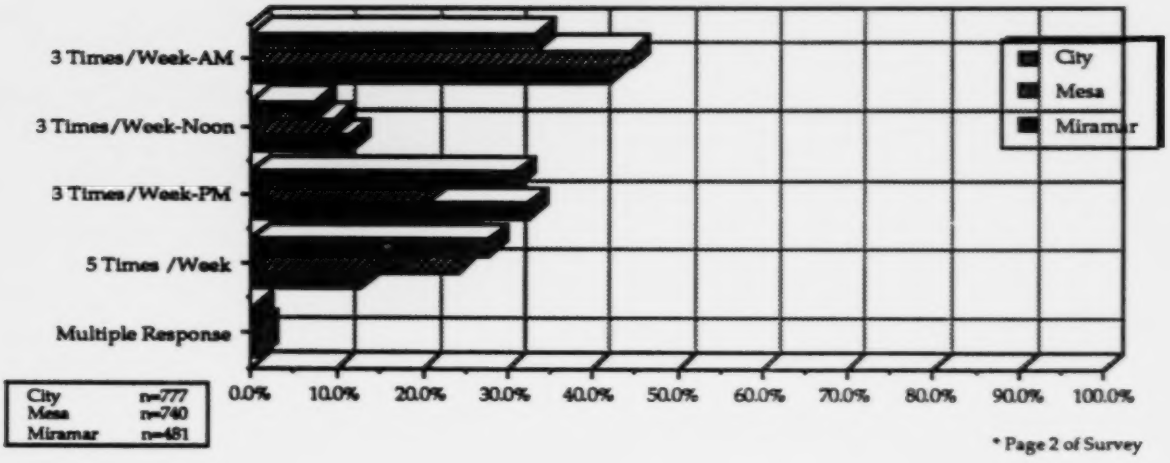
Question #2:

What is your preferred schedule for attending classes (part 1)?

Students were given four options to select in this question: Three times per week in the morning, afternoon or evening, or five times per week. At all three colleges, the most frequent response was three times per week in the morning (40% districtwide). Approximately 28% of the students surveyed also prefer to attend three times per week in the evening, and 23% prefer to attend five times per week. The least desirable option was three times per week in the afternoon (9%). A small number of students had multiple preferences (less than 1%). There are slight differences among student schedule preferences by college as illustrated in Figure 26 below. A smaller percentage of Mesa College students preferred night classes compared to students from the other campuses, and less than 11% of the Miramar students preferred to attend class five times a week.

Figure 26

Educational Master Plan
Student Survey Results
Question 2*: Preferred Schedule, part 1



* Page 2 of Survey

Question #3:

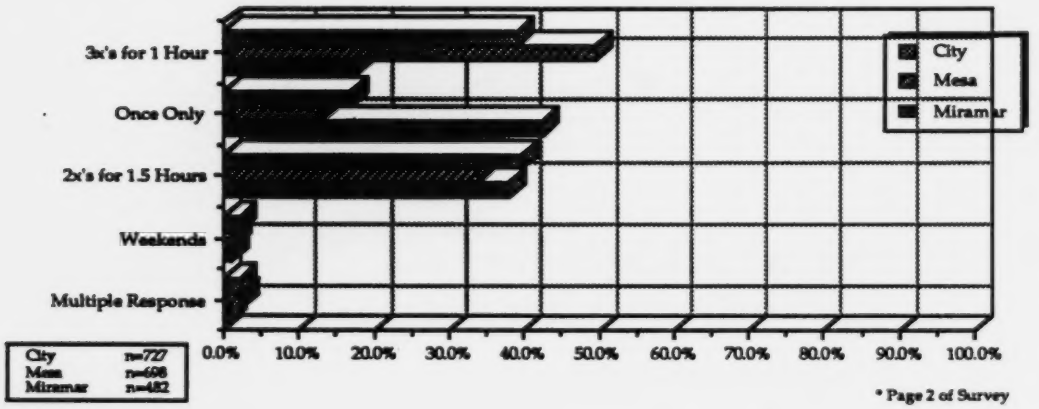
What is your preferred schedule for attending classes (part 2)?

Question 3 listed other types of preferred schedules, and focused more with the amount of time a student wants to spend on campus. The options included: one hour/three times per week, once per week, one and one-half hours/two times per week, or weekends. Districtwide, two of the responses accounted for 75% of the

student preferences: 38% preferred the one hour/three times per week option, and 37% preferred the one and one-half hours/two times per week option. Fewer students (22%) indicated a desire to attend once per week, and only a little more than 1% preferred weekend classes. As in part 1, some students indicated more than one preference (2%). Figure 27 points out an interesting difference between Miramar student preferences and City and Mesa College student preferences. A higher percentage of Miramar College students indicated a preference for attending only once per week, and relatively few prefered attending three times per week, while City and Mesa College students prefer just the opposite. Attending two times per week for one and one-half hours appears to be the consensual preference indicated by the students.

Figure 27

Educational Master Plan
Student Survey Results
Question 3*: Preferred Schedule, part 2



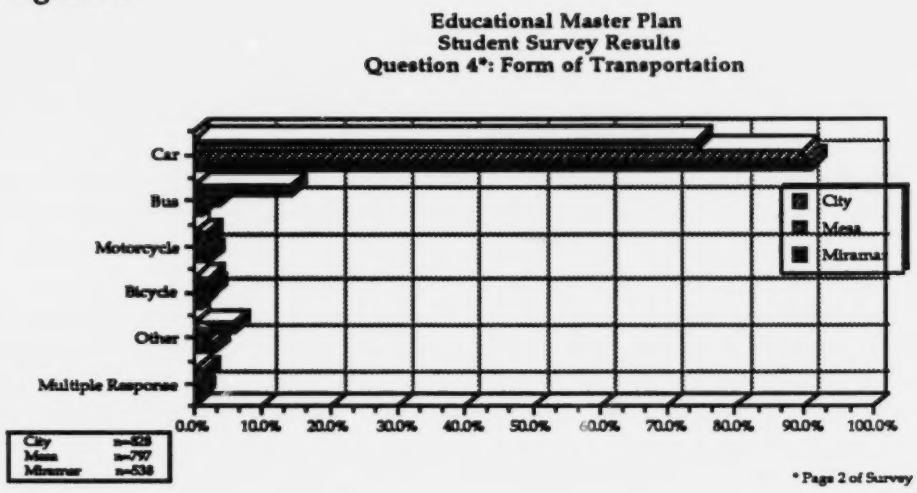
* Page 2 of Survey

Question #4:

What form of transportation do you primarily rely on to get to school?

Of the choices listed (car, bus, motorcycle, bicycle and other), the majority of the students (84%) use their own car to get to school. The next most popular method of transportation (far behind the automobile) was the bus (7%). Even fewer students use motorcycles (2%), bicycles (2%) or any other form of transportation (4%). Some students (approximately 1%) indicated a reliance on more than one form of transportation to get to school. Figure 28 indicates that there are some minor differences among the colleges, with a somewhat higher percentage of City College students relying on the bus to get to school compared to the other two colleges. This could be due at least in part to the downtown location of the campus, and its proximity to bus and trolley routes.

Figure 28

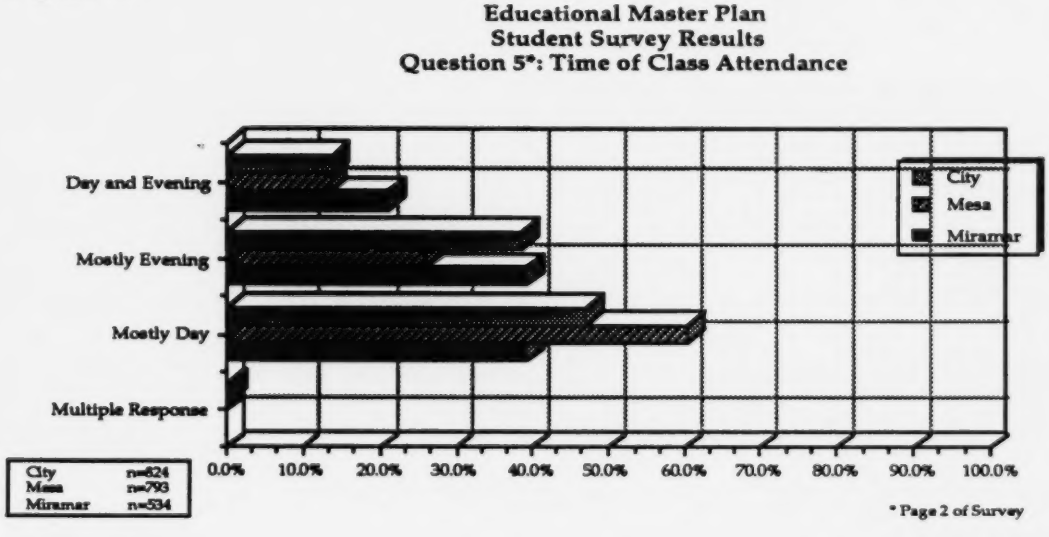


Question #5:

At present, when do you attend classes?

Students were given three response options for this question: mostly day, mostly evening, or both day and evening. Half of the students surveyed attended classes during the day. A little more than one-third (34%) attend evening classes and 16% go to classes during both the day and the evening. A somewhat higher percentage of Mesa College students attended classes during the day compared with the other two colleges.

Figure 29



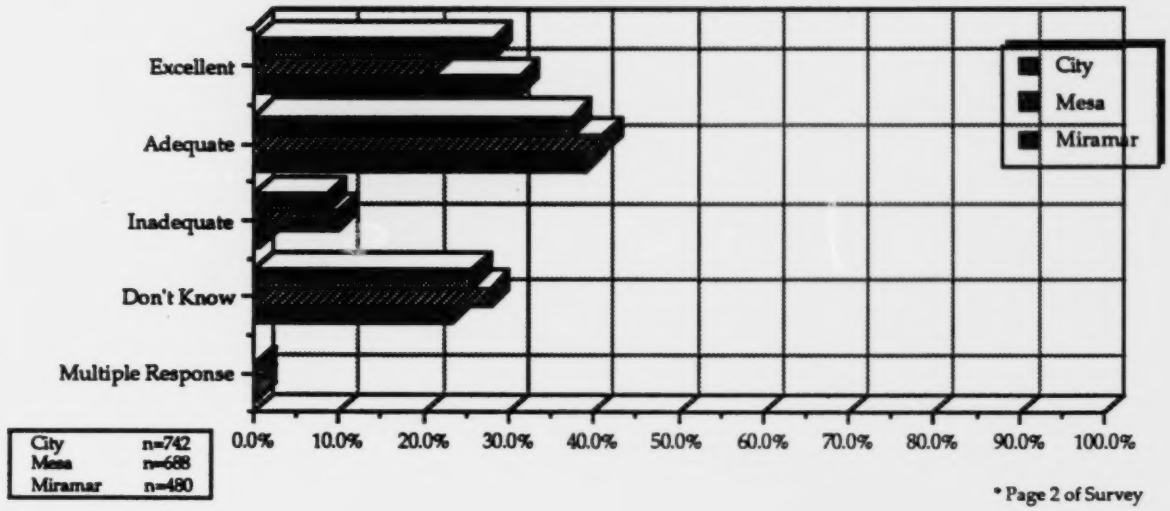
Question #6:

If you plan to seek a job after you complete your education here, what do you feel your chances are of getting a job in the area for which you have been trained?

Almost two-thirds of the students felt positive about getting a job in their area of training; 39% felt their chances were adequate, and 26% felt their chances were excellent. A little more than one-fourth (26%) of the students did not know what their chances of getting a job in their area of training were. Approximately 8.4% indicated that their chances of finding employment were inadequate. As shown in Figure 30 below, there were only minor differences among the colleges.

Figure 30

Educational Master Plan
Student Survey Results
Question 6*: Chance of Getting a Job in Area of Training



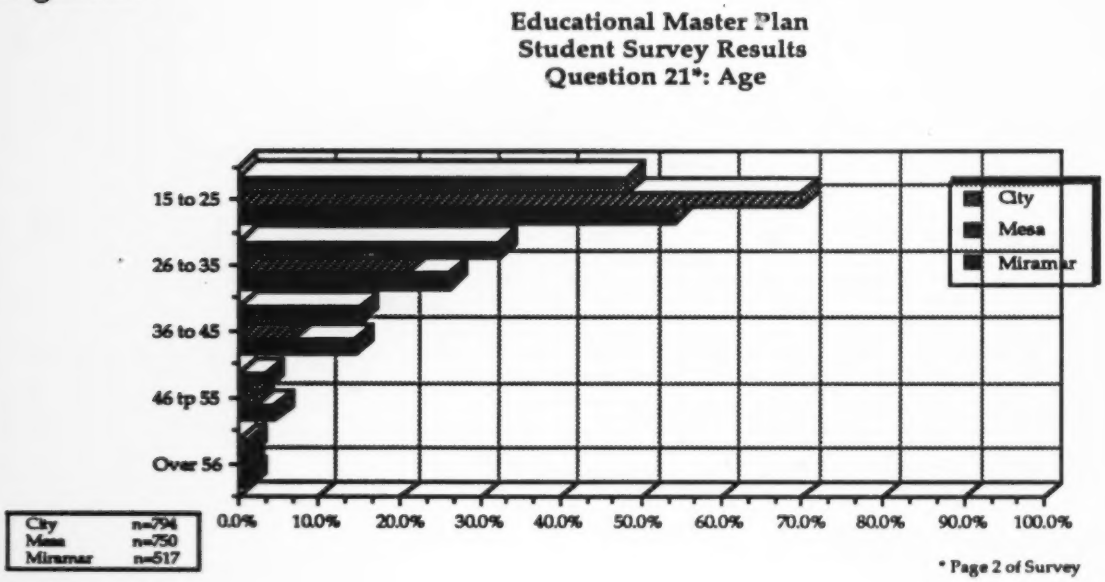
* Page 2 of Survey

Question #21:

What is your age?

More than half of the SDCCD students surveyed were in the 15 to 25 age group (57%). The second largest age group was 26 to 35 (27%), and 12% were in the 36 to 45 age group (12%). There was a smaller percentage of students in the 46 to 55 age group (3%) and the 56+ age group (1%). Figure 31 shows that Mesa College had the youngest group of survey respondents with 91% age 35 or under.

Figure 31

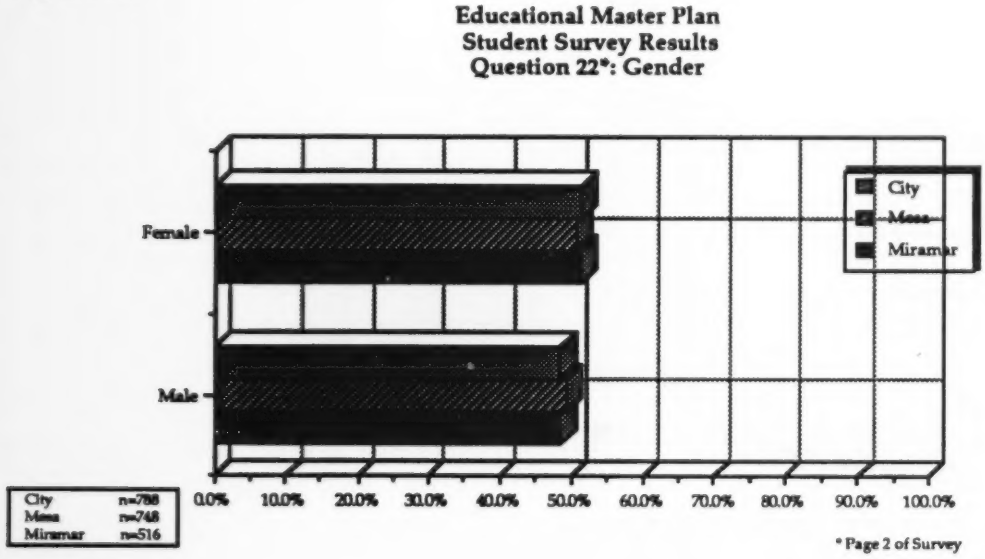


Question #22:

What is your gender?

Student distribution by gender in the district was equal (50% female/50% male). Figure 32 outlines the slight differences between campuses. A greater percentage of Miramar College respondents were males than females.

Figure 32



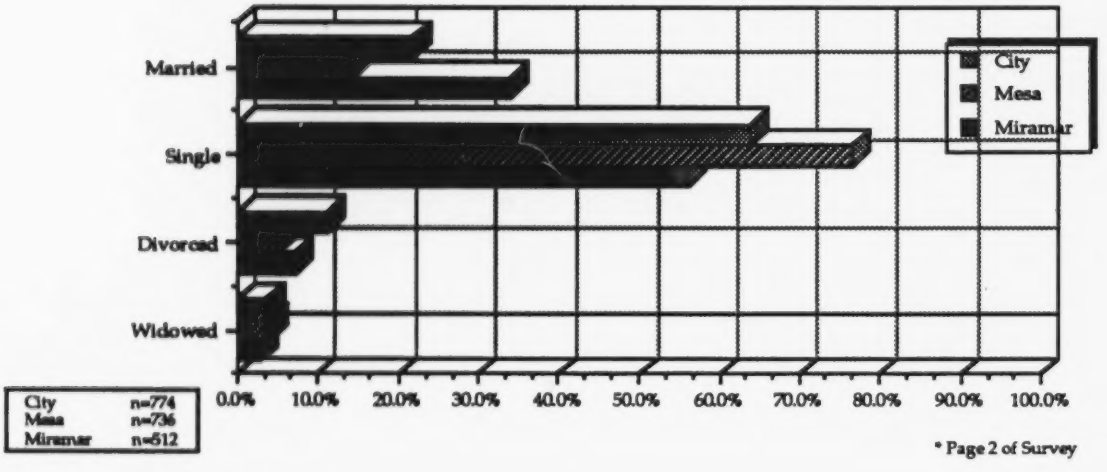
Question #23:

What is your marital status?

Single students were approximately two-thirds of the sample population. Of the rest of the sample, 22% were married; 8% were divorced and 3% were widowed. As Figure 33 illustrates, three-fourths of the students surveyed at Mesa College were single, City College had the next largest number of single respondents (64%), while approximately one-half of the students surveyed at Miramar College were single.

Figure 33

Educational Master Plan
Student Survey Results
Question 23*: Marital Status



* Page 2 of Survey

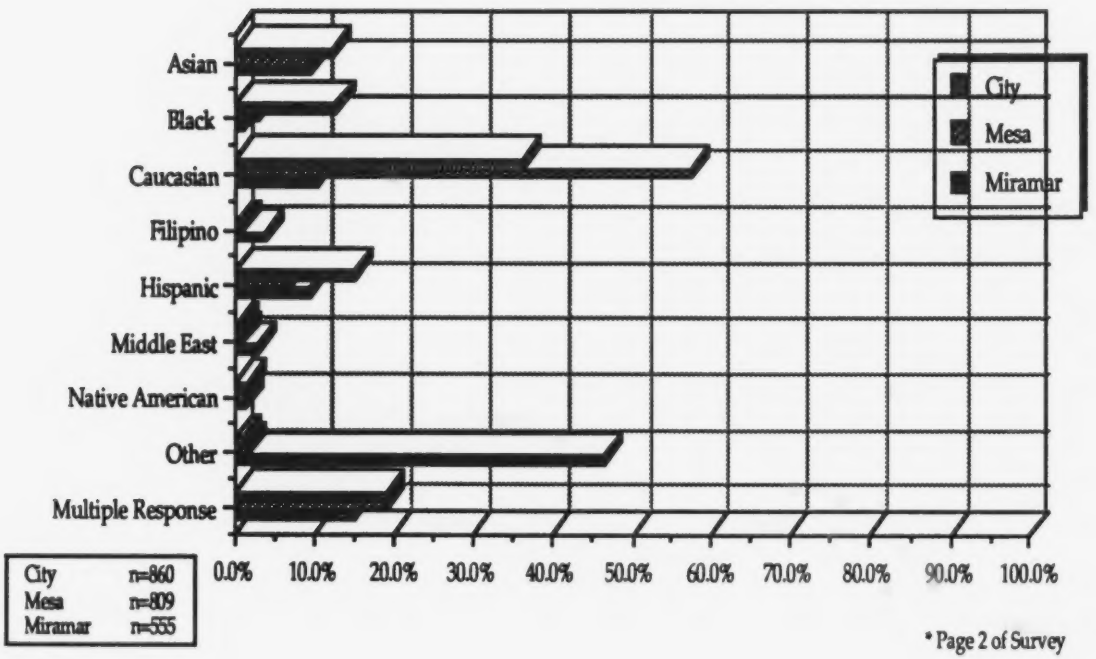
Question #24 and #25:

What is your ethnic group?

The largest ethnic group responding to the survey was Caucasian (38%). Other ethnic groups that responded to the survey include: Hispanic (11%), Asian (11%), Black (6%), Filipino (2%), Native American (1%), and Middle Eastern (1%). There were a large number of multiple responses (18%) and many students categorized themselves as "Other" (12%). There were some differences in ethnic distribution between schools as is illustrated in Figure 34. A relatively high percentage of Miramar College students classified themselves as "Other," which affected the survey distribution for the District and for Miramar College. The survey sample at City College appears to be the most ethnically diverse among the three colleges.

Figure 34

Educational Master Plan
Student Survey Results
Questions 24/25*: Ethnicity



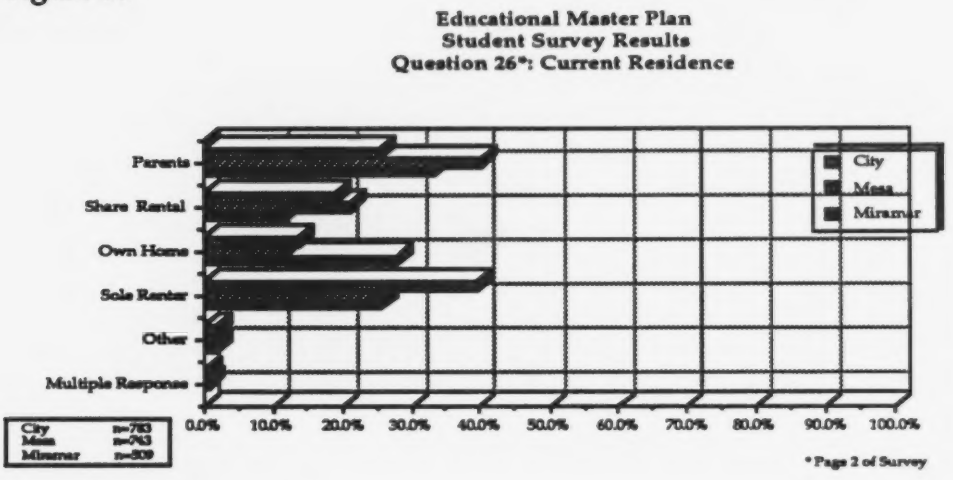
* Page 2 of Survey

Question #26:

What are your current living arrangements?

Of the students surveyed, 33% live at home with their parents, 31% rent their home, 18% share a rental home, 17% own their home, 2% have other living arrangements and less than 1% indicated multiple living arrangements. Figure 35 shows the differences among campuses. More Mesa College students indicated they live with their parents than any other campus; more City College students rent their dwellings than the other two student samples; and more Miramar students own their own homes than do students at the other two colleges.

Figure 35

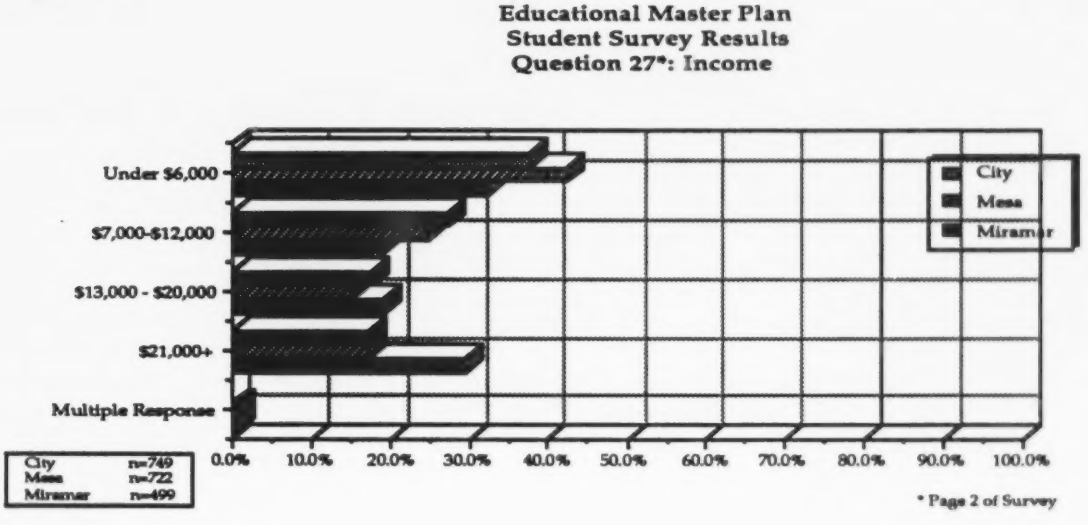


Question #27

My personal income is (including wages, grants, loans, financial aid, etc.)?

Student incomes were fairly low . Almost two-thirds of the students surveyed had incomes under $12,000. Specifically, 38% had incomes of $6,000 and under, and 24% had incomes in the $7,000 to $12,000 range. The rest of the students responding to this question reported their income as $13,000 to $20,000 (17%) or $21,000 and over (20%). Student incomes were similar across campuses as demonstrated in Figure 36. The only notable exception is the high percentage of Miramar respondents that are in the $21,000 and over income category (30%).

Figure 36

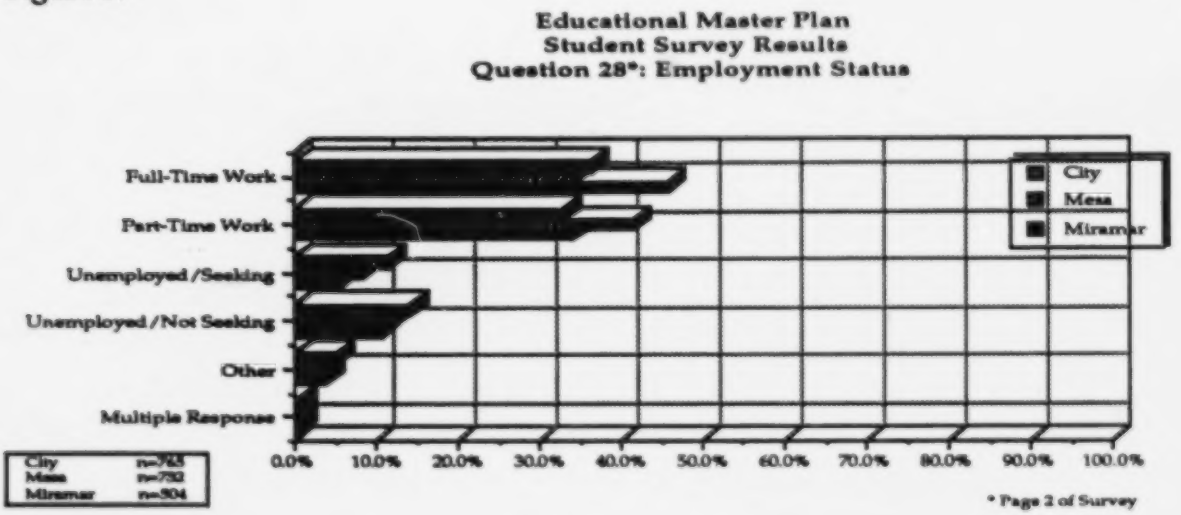


Question #28:

What is your employment status?

Approximately three out of four of the students surveyed either work full-time (38%), or part-time (36%). Another 9% are unemployed but seeking a job. Only 12% of the respondents were unemployed and not seeking a job. A small number of students (5%) listed their employment status as "other." Figure 37 does not reveal any major differences in the employment status among the various colleges. There are relatively more full time workers at Miramar College, and relatively more part-time workers at Mesa College.

Figure 37



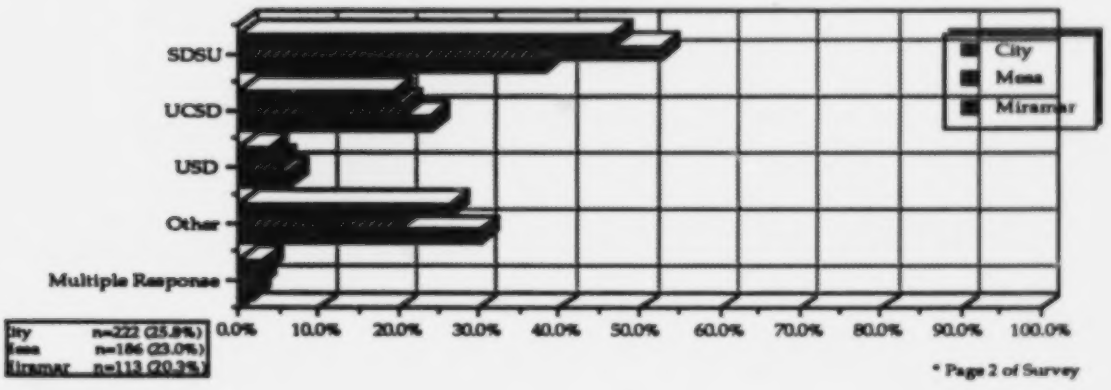
Question #29:

If you are concurrently enrolled at a 4-year institution, please indicate which one:

Approximately 23% of the students surveyed were enrolled at another institution at the same time they were attending an SDCCD campus. Of those that are concurrently enrolled, the majority (47%) attended SDSU; 21% indicated they were concurrently enrolled at UCSD, and 5% were concurrently enrolled at USD. One fourth (25%) were attending "other" universities. A small percentage (2.5%) indicated they were attending multiple schools. Figure 38 reveals only slight differences among campuses. Fewer students from Miramar attend SDSU, Mesa students usually attend one of the three schools mentioned above (SDSU, UCSD, USD).

Figure 38

Educational Master Plan
Student Survey Results
Question 29*: School Attending if Concurrently Enrolled



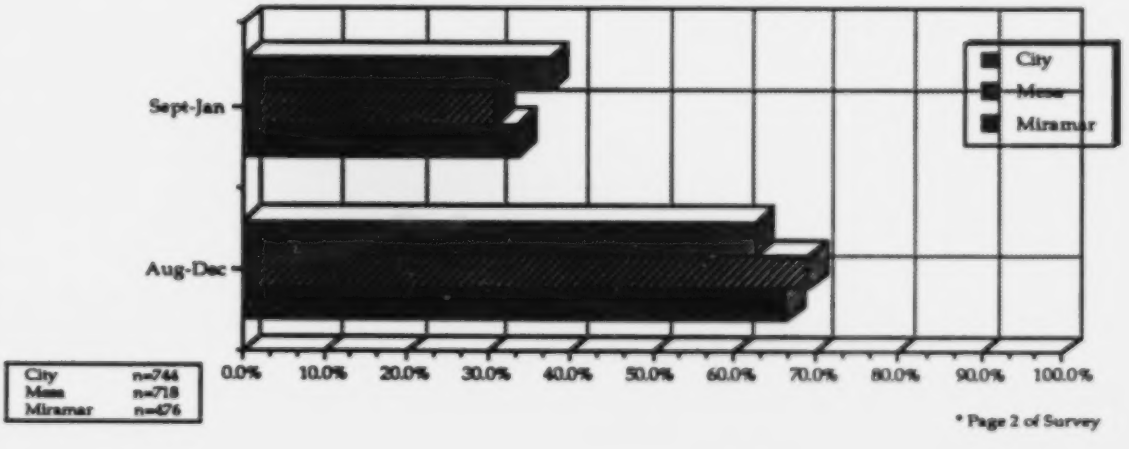
Question #30:

Which of the following college calendars would you prefer for Fall?

Students preferred the early start most often; 66% indicated a preference for the August to December calendar, and 34% preferred the September to January calendar. Figure 39 indicates minor differences among the colleges on this issue.

Figure 39

Educational Master Plan
Student Survey Results
Question 30*: Preferred College Calendar



Student Survey Summary

Overall, the students included in the sample were generally favorable in their evaluation of District and college educational services. Those that did not respond favorably tended to have no opinion rather than a negative opinion. Facilities evaluation tended to generate diverse responses from students.

Student Profile
The demographic information received from the sample allows general conclusions to be drawn of the average student on the various campuses.

City College
The City College sample suggested that the average City College student was under 25, single, renting a home, and earning up to $12,000. City College students as a group were more ethnically diverse, and were working full or part time while attending school. There does not seem to have been any one schedule preferred; students attended at all different times of the day and evening.

Mesa College
The results of the Mesa College survey sample implied that the average Mesa student was also young (under 25) and single, but probably living at home with their parents, working part time, attending school full time, and earning under $6,000. These students tended to prefer day classes more than any other time of the day.

Miramar College
Sample data suggested that the average Miramar College student was slightly older than the students at the other colleges. They were more likely to be married, homeowners, and earning a higher income ($13,000 and over). It was the only college with more males than females. These students seemed to want to be on campus less than other students; with a preference for classes only once or twice per week.

In addition to the specific characteristics listed above for each campus, all the students surveyed had some common characteristics. Few students indicated participation in student government, and almost everyone drove a car to campus.

SAN DIEGO COMMUNITY COLLEGE DISTRICT
EDUCATIONAL MASTER PLAN
CONTINUING EDUCATION
STUDENT SURVEY

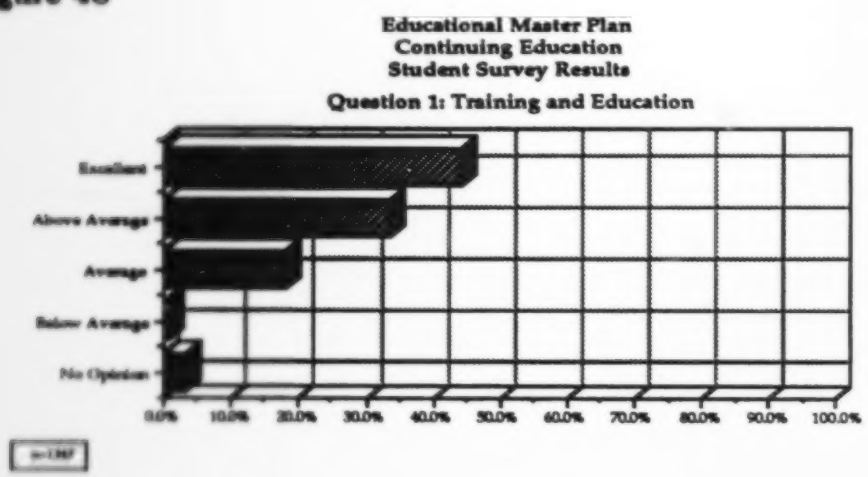
Findings

Question #1:

In general, how would you grade the training and education you are receiving through your San Diego Community Colleges/Continuing Education Centers ?

As in the first section of this report, student response options for Questions 1 through 19, were (A) Excellent (B) Above Average (C) Average (D) Below Average and (E) No Opinion. A high percentage (44%) of the continuing education students rated the training and education they received as excellent, or above average (34%). Approximately 18% of students surveyed rated their education and training as average. Less than 1% indicated that the education and training received was below average, while approximately 3% had no opinion (see Figure 40).

Figure 40

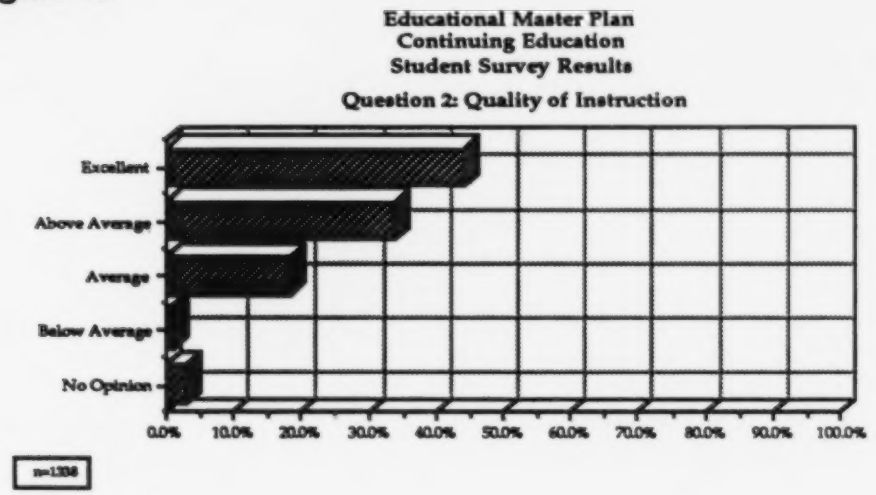


Question #2:

In general, how would you grade the quality of instruction?

Overall, approximately 44% of the students graded the quality of instruction as excellent, 34% of the students ranked the quality of instruction as above average, 18% as average, 1% as below average, and 3% had no opinion (see Figure 41).

Figure 41

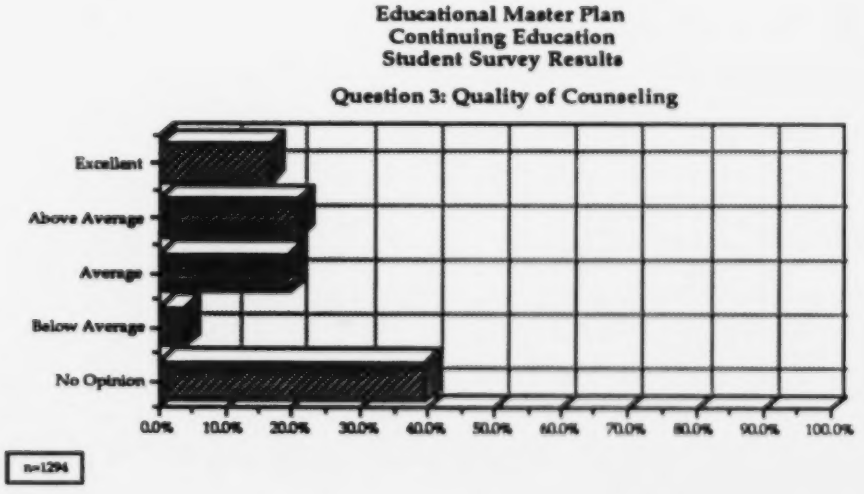


Question #3:

In general, how would you grade the quality of counseling?

A high percentage of continuing education students (40%) responded "no opinion" to this question perhaps due in part to the limited amount of counseling services available at some locations, or many students take courses for personal enrichment and have little need for counseling services. It is possible that many of these students may not desire counseling. Of the students that expressed an opinion, 17% felt the counseling was excellent, 21% rated it as above average, and 19% rated it as average. Approximately 4% rated the quality of counseling as below average (see Figure 42).

Figure 42

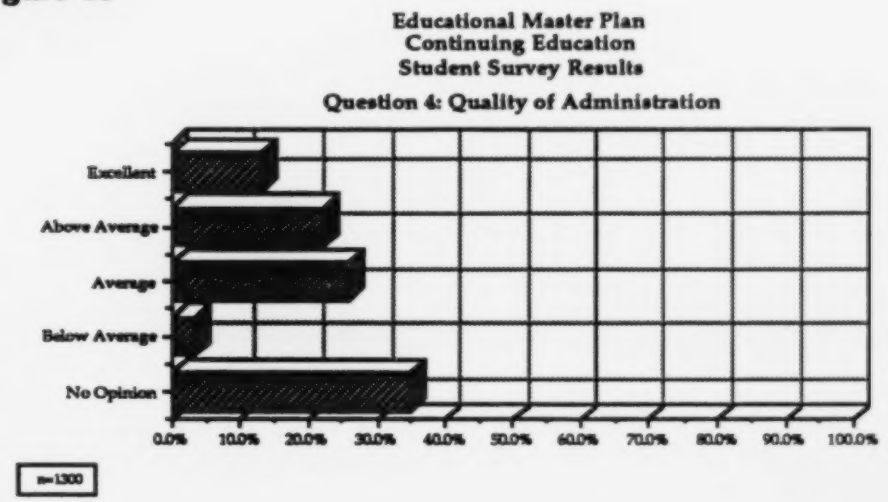


Question #4:

In general, how would you grade the quality of administration?

Among all the continuing education students surveyed, approximately 13% rated the administration as excellent, 22% indicated that the administration was above average, 26% indicated that the quality of administration was average, 3% below average, while 35% had no opinion (see Figure 43). The high percentage of continuing education students that did not express an opinion suggests that many of these students do not come into contact with the administration.

Figure 43

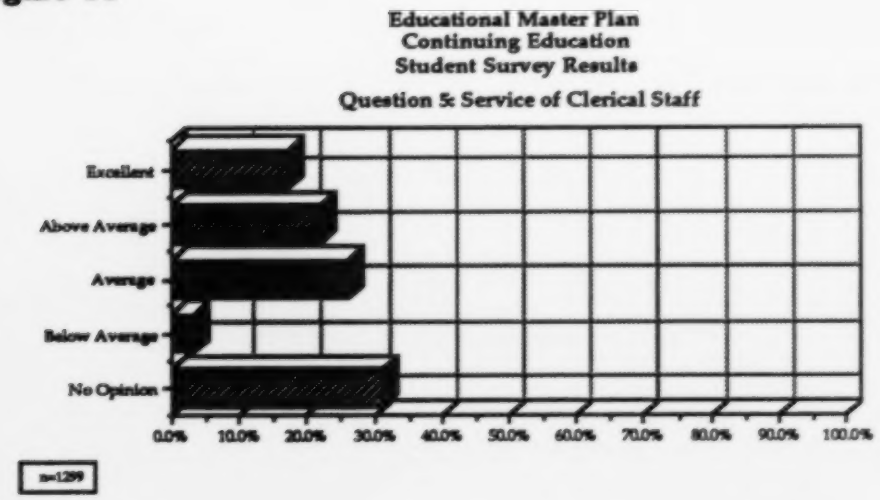


Question #5:

In general, how would you grade the service of the clerical staff?

Student opinions on this issue were somewhat evenly distributed among all the responses except in the "below average" category. Among the students surveyed, approximately 17% indicated the staff was excellent, 22% rated the clerical staff was above average, and 26% found the clerical staff to be average. Only 3% rated the clerical staff as below average. Approximately 31% responded "no opinion" to this question (see Figure 44).

Figure 44

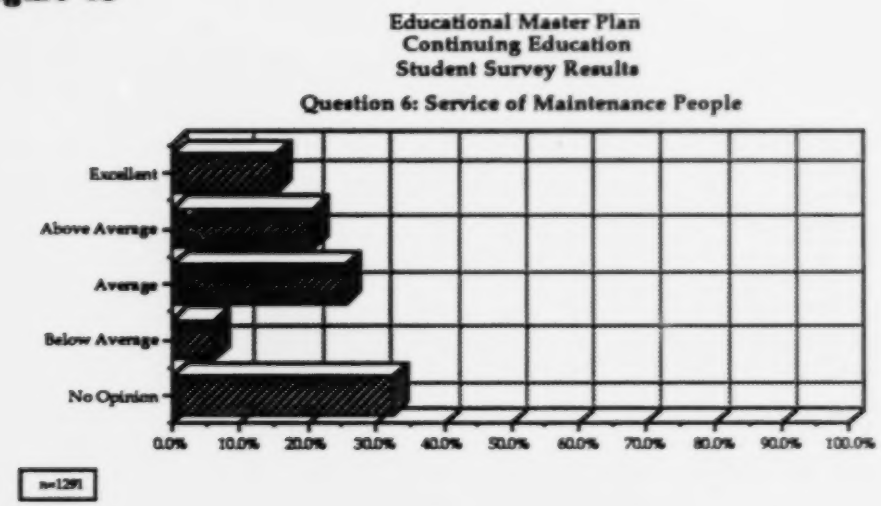


Question #6:

In general, how would you grade the service of the maintenance people?

As in the question above, the results were evenly distributed except for the "below average" option (6%). A little more than 15% of the students rated the service of the maintenance people as excellent, 21% indicated they were above average, and 26% indicated they were average. Approximately one-third (33%) of the students expressed no opinion (see Figure 45).

Figure 45

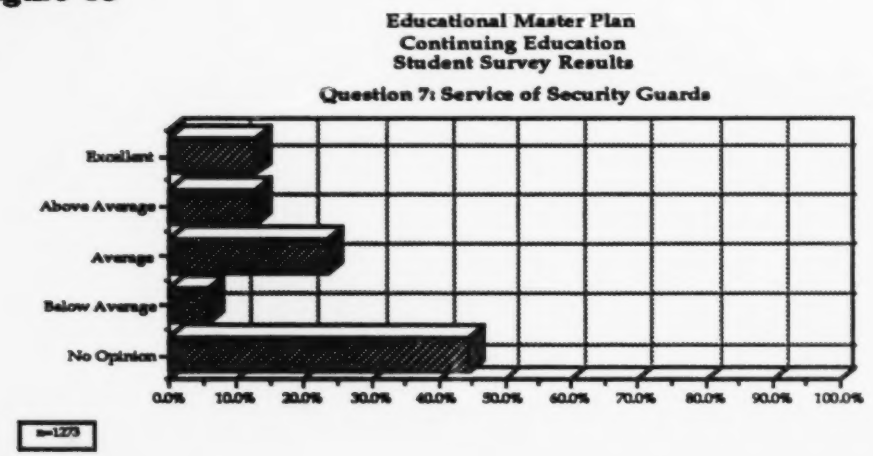


Question #7:

In general, how would you grade the service of the security guards?

A high percentage of students (45%) had no opinion about the services provided by the security guards. Of those that rated the service, 13% rated it as excellent, 13% rated it above average, and 24% rated the service of the security guards as average. The remainder of the students rated the security guards as below average (6%) (see Figure 46).

Figure 46

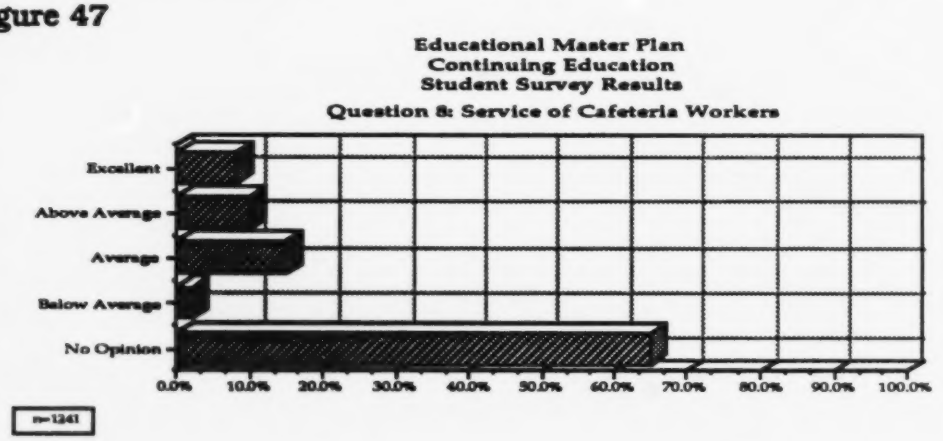


Question #8:

In general, how would you grade the service of the cafeteria workers?

Almost two-thirds of the students (65%) indicated no opinion regarding the service of the cafeteria workers, due in part to the fact that not all continuing education sites have food services. The remainder of the students rated the service of the cafeteria workers as follows: 8% rated the service as excellent, 10% as above average, 15% rated it as average, and only 2% rated the service as below average (see Figure 47).

Figure 47

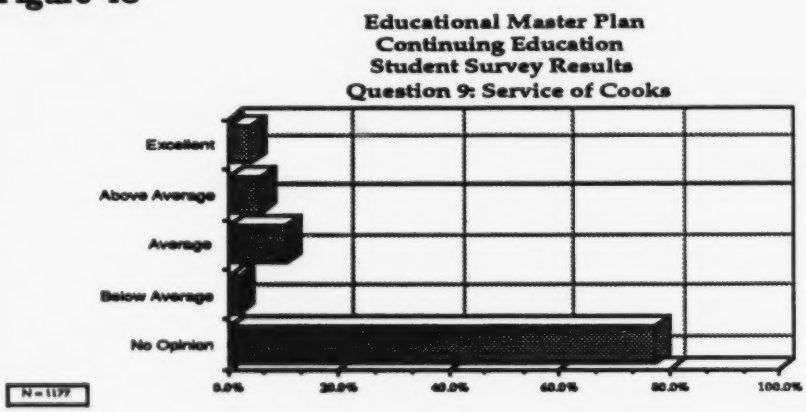


Question #9

In general, how would you grade the service of the cooks?

As in the question above, the majority (68%) of the students expressed no opinion of the service of the cooks because food services are not widely available. The student opinions were as follows: 6% rated the service as excellent, 8% rated it as above average, approximately 15% rated the service as average, and only 3% rated it below average (see Figure 48).

Figure 48

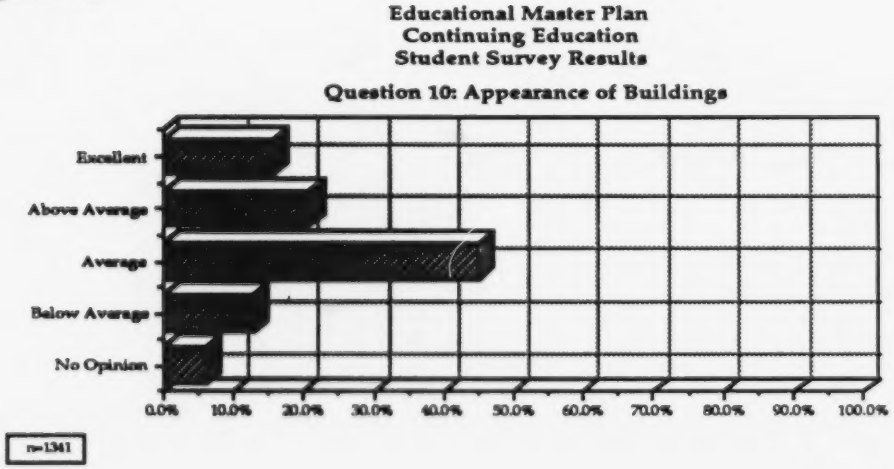


Question #10:

How would you grade your campus with regard to the general appearance of its buildings?

The majority of students (45%) rated the general appearance of the buildings as average; 21% rated the appearance as above average; 15% rated the appearance as excellent; 13% rated the appearance as below average; and 6% had no opinion (see Figure 49).

Figure 49

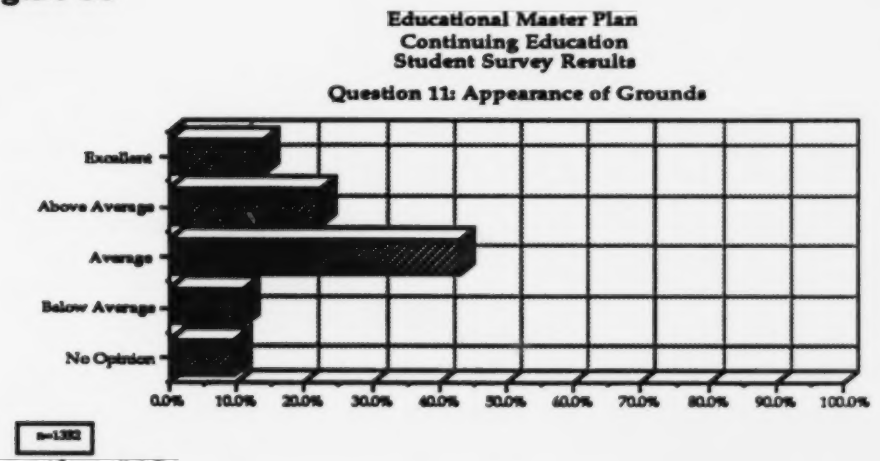


Question #11:

How would you grade your campus with regard to the general appearance of its grounds?

As in question 10, a high percentage of the students rated the general appearance of the campus grounds as average (43%) or above average (22%). Approximately 14% of the students rated the grounds as excellent and 11% rated the appearance as below average. Approximately 10% indicated they had no opinion about the grounds (see Figure 50).

Figure 50

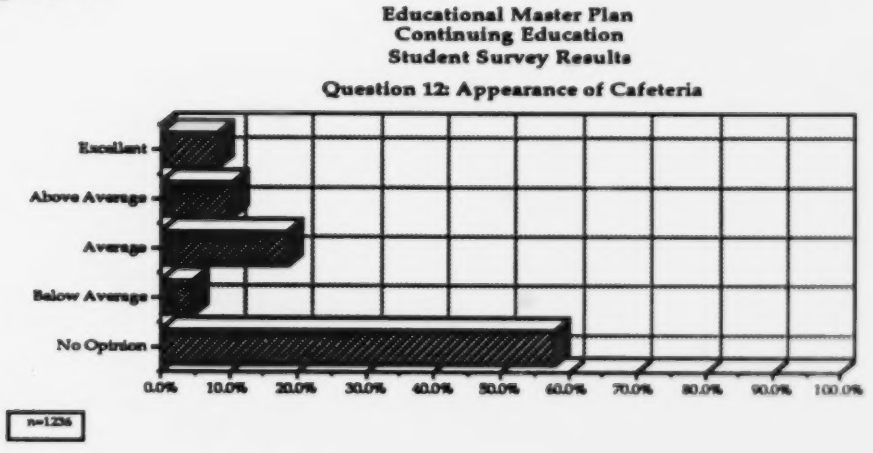


Question #12:

How would you grade your campus with regard to the general appearance of its cafeteria?

More than half (58%) of the continuing education students responded "no opinion" to this question. The remainder of the students responded as follows: 8% rated the appearance of the cafeteria as excellent, 11% rated the appearance as above average, 19% rated it as average and 5% rated it as below average (see Figure 51).

Figure 51

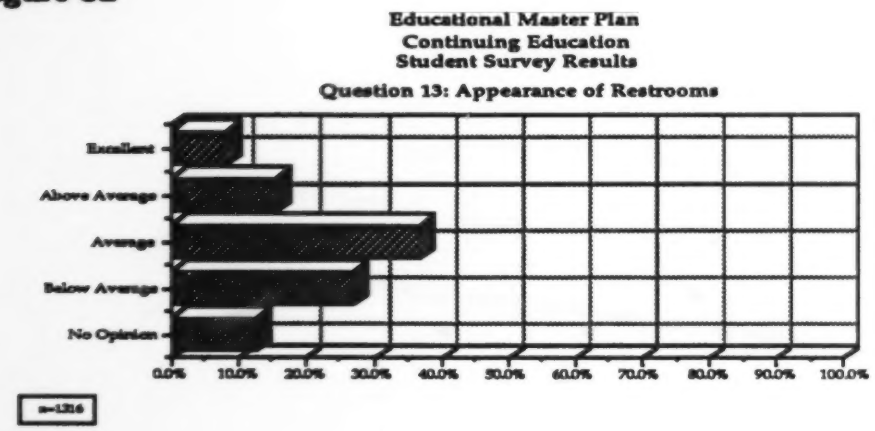


Question #13:

How would you grade your campus with regard to the general appearance of its restrooms?

The most frequent response to this question was average (37%). Approximately 16% of the students rated the appearance of the restrooms as above average; 8% felt the appearance was excellent. More than one-fourth (27%) of the students rated the appearance of the restrooms as below average. A little more than 12% of the students indicated "no opinion" to this question (see Figure 52).

Figure 52

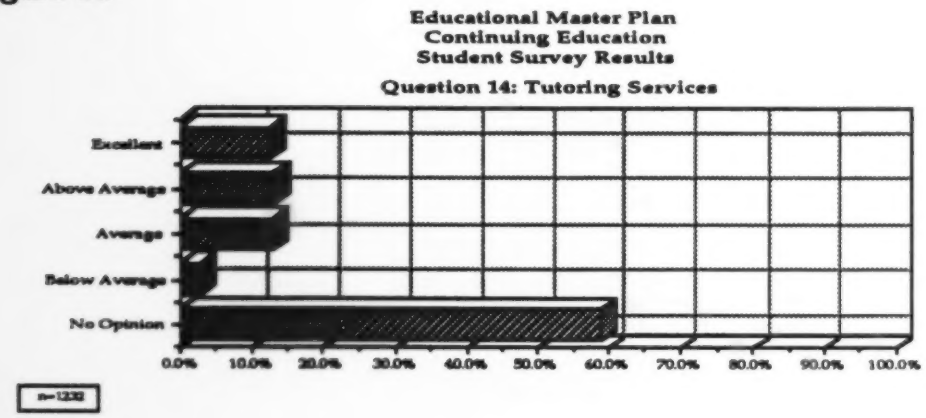


Question #14:

How would you grade the service you received in tutoring?

A high percentage of students (59%) indicated they had no opinion about the tutoring services on their campuses. This finding is not surprising in that tutoring services are not generally available to all continuing education students. The remaining responses to this question were fairly evenly distributed. Approximately 13% rated the tutoring services as excellent, 13% rated the services above average, and 13% rated the tutoring as average. Only 3% rated the tutoring services as below average (see Figure 53).

Figure 53

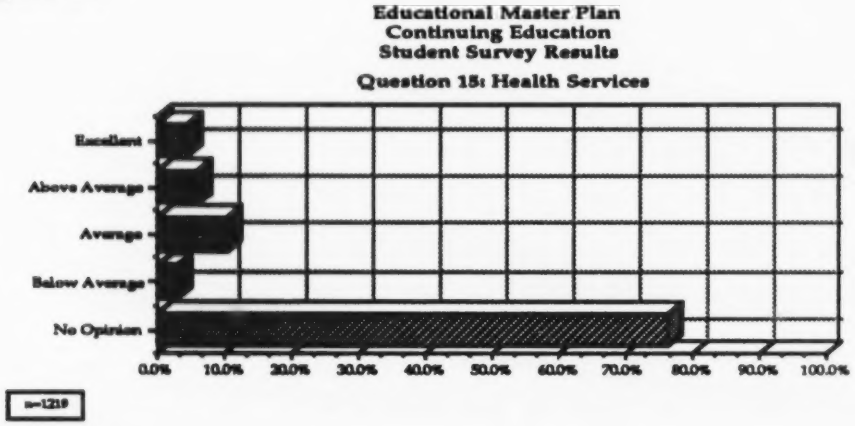


Question #15:

How would you grade the service you received in health services?

At the time of the survey, there were no health services offered by continuing education (although some sites had a part time nurse available). Thus the majority (77%) of the students had no opinion on this question (see Figure 54).

Figure 54

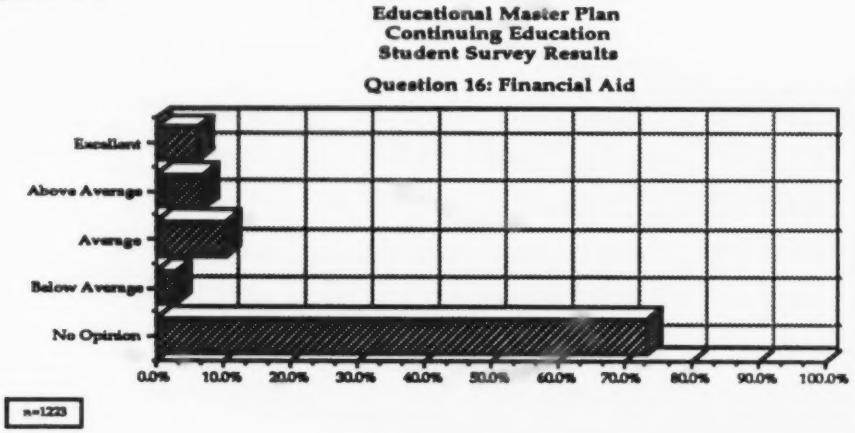


Question #16:

How would you grade the service you received in financial aid?

The majority (74%) of the students indicated they had no opinion about the services of financial aid. This may imply that many continuing education students are not aware of the services available to them. Of the students that expressed an opinion, 11% rated financial aid services as average, 7% felt they were above average, and 6% said they were excellent. Only 3% felt the services were below average (see Figure 55).

Figure 55

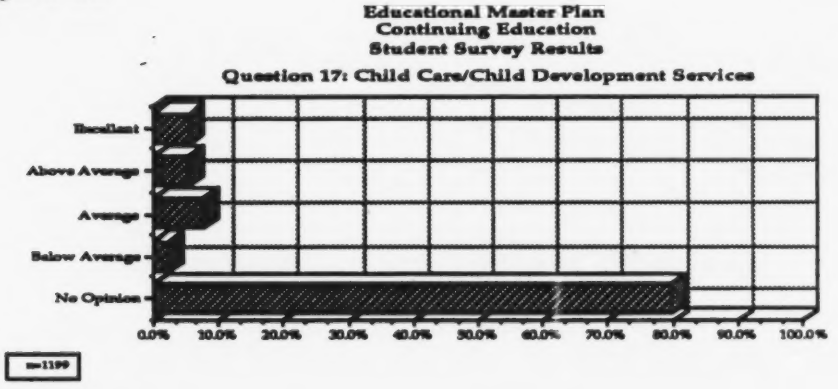


Question #17:

How would you grade the service you received in child care/child development?

Currently, there are no child care services or facilities available to continuing education students through the District. This may explain the high percentage of "no opinion" responses to this question. It may also be the case that many students may not have children or desire this type of service. Also some students may have been confused by the grouping of child care with child development. While there is no child care available, there are child development courses available at some continuing education centers. Of those that indicated an opinion, 8% rated the child care and development services as average; 6% felt they were excellent; 5% rated them as above average, and 2% felt they were below average (see Figure 56).

Figure 56

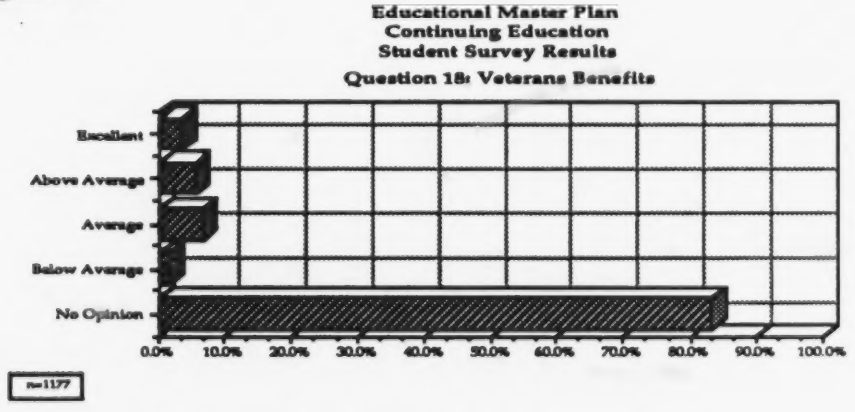


Question #18:

How would you grade the service you received in veterans benefits?

Most students do not receive veterans benefits, hence the high percentage of students responding "no opinion" (83%) to this question. Of those students rating the service of the veterans benefits office, 7% rated the services as average, 5% rated them as above average, 3% rated them as excellent, and 2% rated the service as below average (see Figure 57).

Figure 57

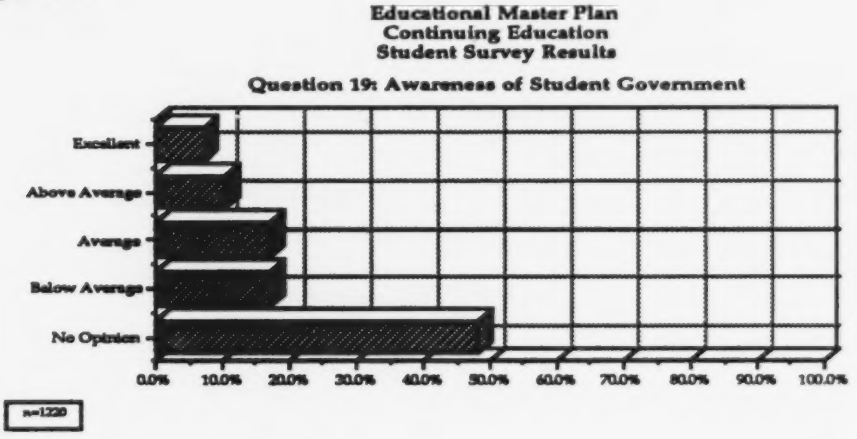


Question #19:

In general, how would you grade your own awareness of Student Government?

A high percentage of students (48%) had no opinion of the student government at their site, which may suggest that many are not aware of student government, or have little interest in it. In addition, not every site has an organized student government. Of the students who responded, 17% rated their awareness as average, and approximately the same percentage (17%) rated their awareness of student government as below average. Approximately 10% of the students rated their awareness as above average, and a little more than 7% rated their awareness as excellent (see Figure 58).

Figure 58

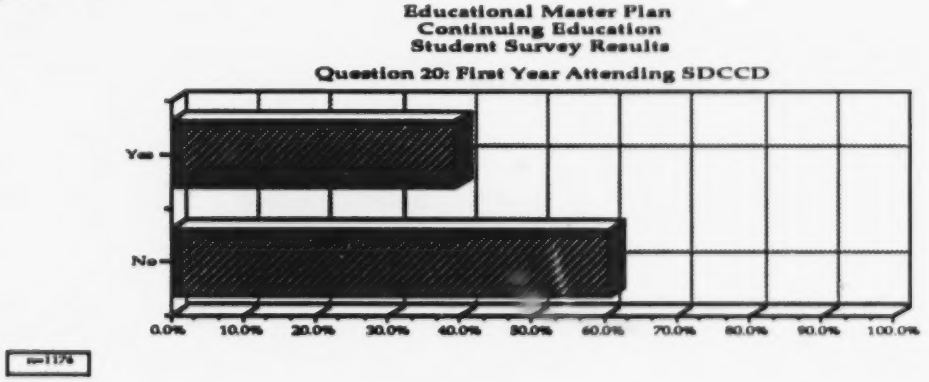


Question #20:

Is this your first year attending San Diego Community College?

Close to two thirds (61%) of the students responding to this questionnaire were first-time students. The remaining 39% of the students that responded were not first time students (see Figure 59).

Figure 59

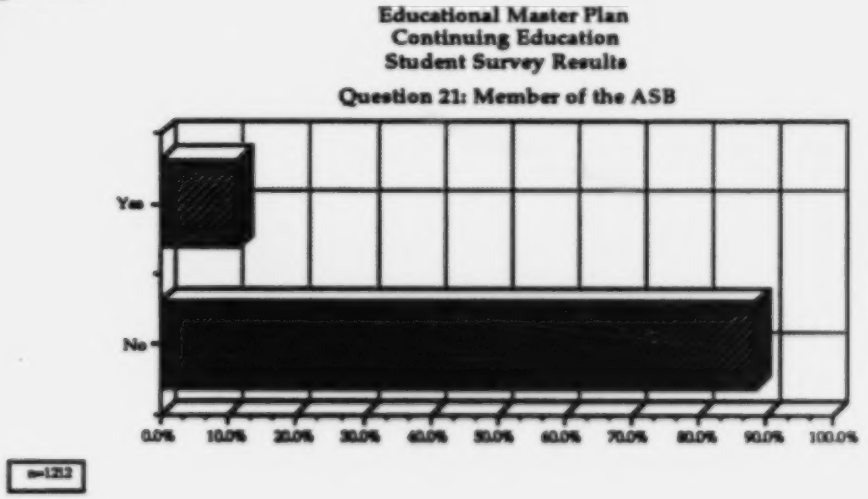


Question #21:

Are you a member of the Associated Student Body?

A small percentage of the sample were members of the Associated Student Body. Only 11% of the continuing education students indicated that they participate, while approximately 89% do not (see Figure 60).

Figure 60

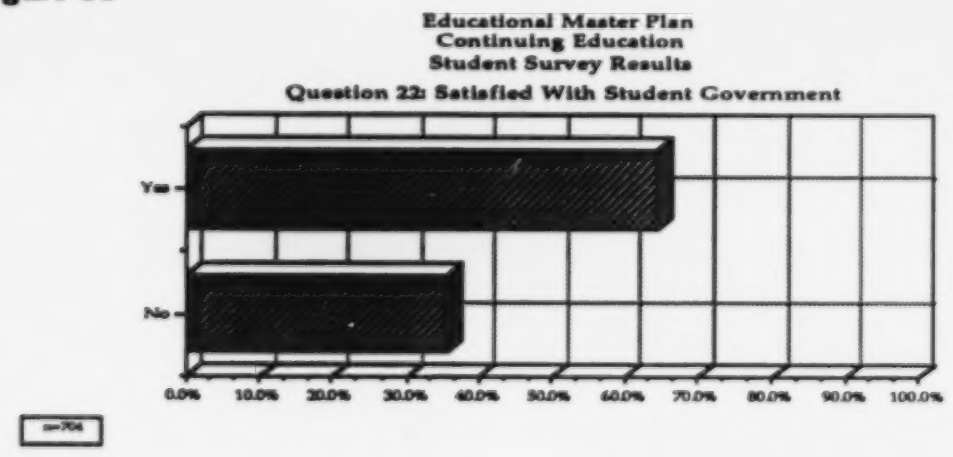


Question #22:

How satisfied are you with student government?

The majority of the continuing education students (65%) expressed that they were satisfied with Student Government, although as indicated earlier, a high percentage had no opinion of student government. The remaining 35% indicated they were not satisfied (see Figure 61).

Figure 61

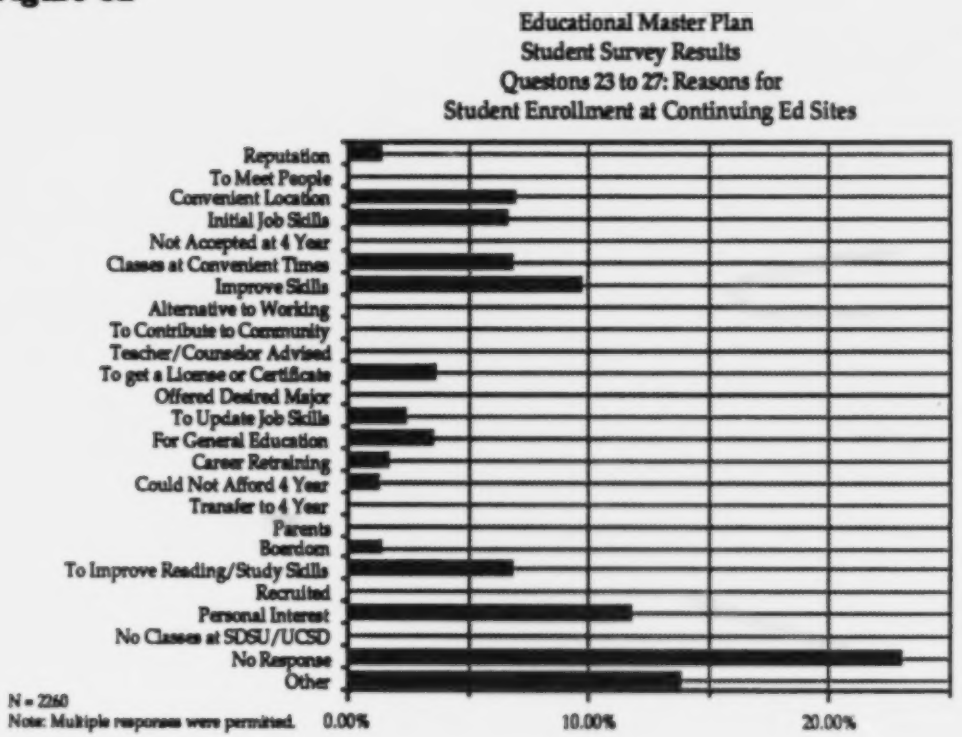


Question #23 to #27:

Why did you enroll?

Students had many reasons for enrolling at their site. Some of the most popular reasons included: Personal interest, improve present skills, meet people, convenient location, convenient class times, and improve reading and study skills. Figure 62 shows the continuing education student responses.

Figure 62



Question #28:

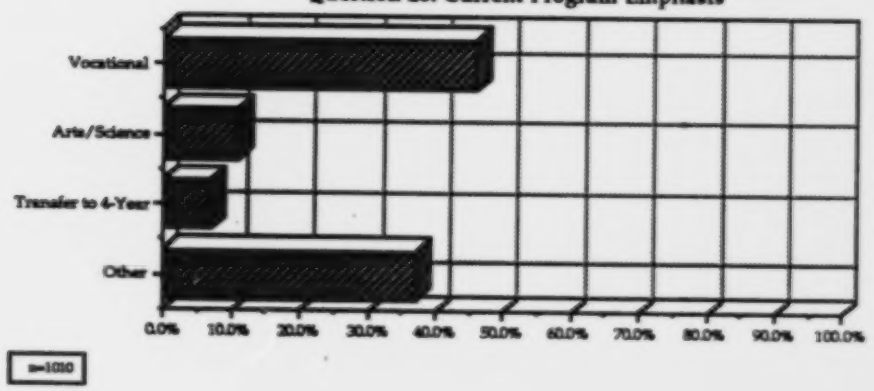
What is your current program emphasis?

Many students indicated that they had a vocational program emphasis (46%), and many listed "other" as their emphasis (37%). This high percentage may be due to the fact that there was not a "personal enrichment" option on the questionnaire. A smaller number (11%) indicated that their emphasis was arts and sciences, and only 7% indicated that their goal was to transfer to a four year institution. Those that indicated transfer as a goal may be attending other SDCCD sites. Refer to Figure 63 on the next page.

Figure 63

Educational Master Plan
Continuing Education
Student Survey Results

Question 28: Current Program Emphasis



n=1010

STUDENT SURVEY, Page 2

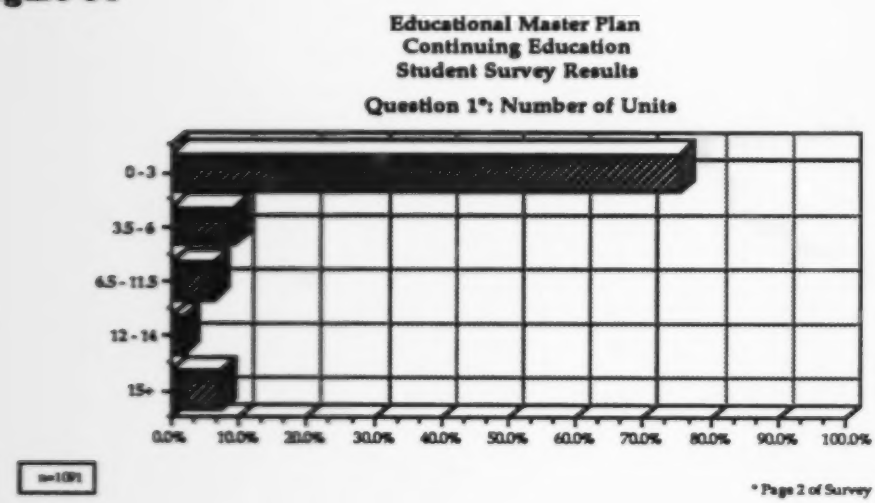
As in Part 1 of this report, **Page 2** of the survey asked the students to respond to questions relating to educational issues such as the number of courses enrolled in, schedules, demographics, etc. Their results are listed below.

Question #1:

How many units are you carrying this semester?

Of the survey respondents districtwide, most of the continuing education students attended school part time, enrolling in 3 units or less (76%). Approximately 9% indicated they were enrolled in 3.5 to 6 units, 6% in 6.5 to 11.5 units, 2% in 12 to 14 units, and 8% in 15 or more units. Many continuing education classes are not offered in a per unit basis which may explain the large number of students respo1.ding 0 to 3 units. Refer to Figure 64 below.

Figure 64

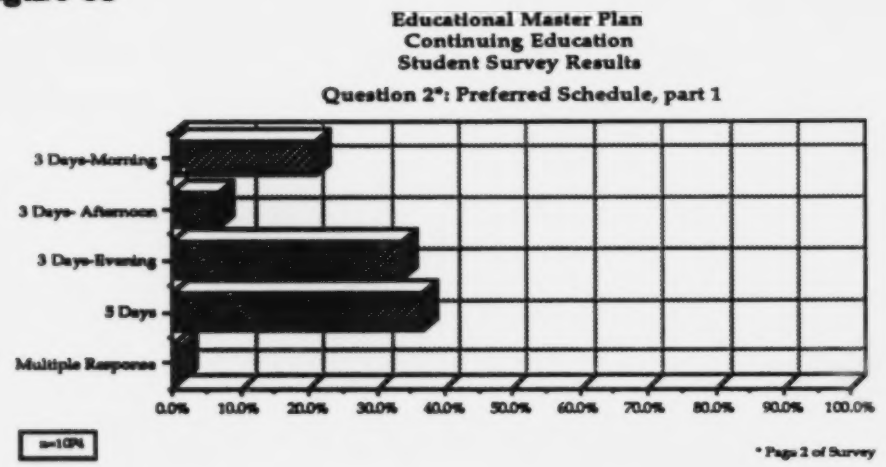


Question #2:

What is your preferred schedule for attending classes (part 1)?

Students were given four options to select from in this question: Three times per week in the morning, afternoon or evening, or five times per week. Students had varying opinions on this question. Almost 37% indicated they preferred attending classes 5 times per week, 34% preferred three times per week in the evening, 21% preferred three times per week in the morning. Only 7% indicated that they preferred classes three times per week in the afternoon, and 2% indicated more than one response. Refer to Figure 65 on the next page.

Figure 65

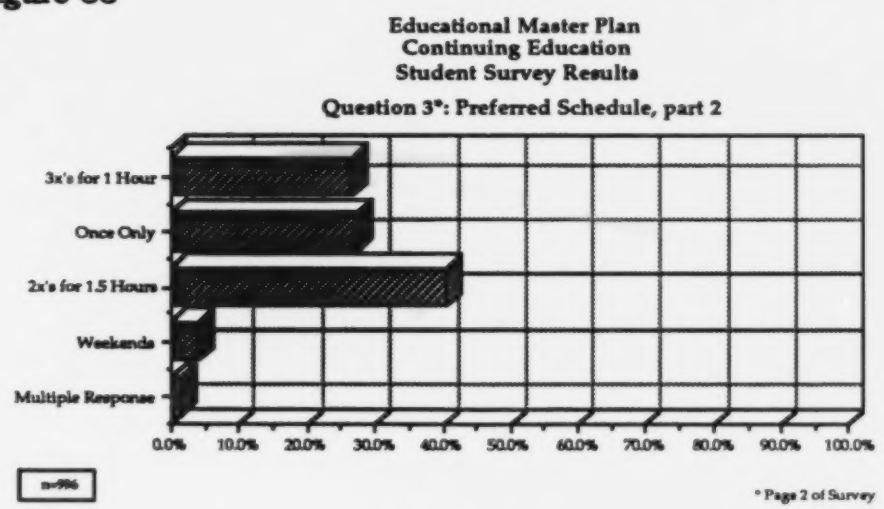


Question #3:

What is your preferred schedule for attending classes (part 2)?

Question 3 listed other types of preferred schedules, and focused more on the amount of time a student wants to spend on campus. The options included: one hour/three times per week, once per week, one and one-half hours/two time per week, or weekends. Districtwide, many continuing education students (41%) indicated they preferred attending classes two times per week for one and one half hours. More than one-fourth of the students (27%) indicated that they would like to attend classes only once per week. Almost the same amount (26%) indicated that they would like to attend classes three times per week for one hour. Only 4% preferred weekend classes and 2% chose more than one response. Refer to Figure 66 below.

Figure 66

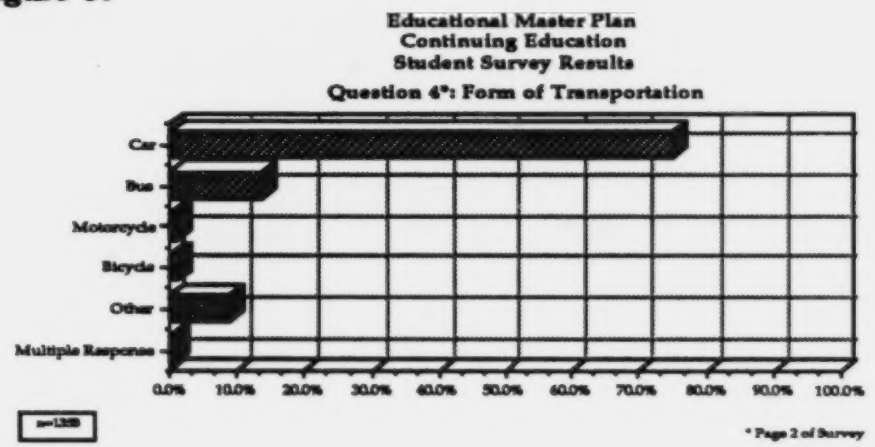


Question #4:

What form of transportation do you primarily rely on to get to school?

Of the choices listed (car, bus, motorcycle, bicycle, and other), the majority of the students (75%) relied on private automobiles to get to school. The next most popular method of transportation (far behind the automobile) was the bus (14%). Even fewer students used motorcycles (1%), bicycles (1%) or any "other" form of transportation (9%). Approximately 1% indicated a reliance on more than one form of transportation to get to school. Refer to Figure 67 below.

Figure 67

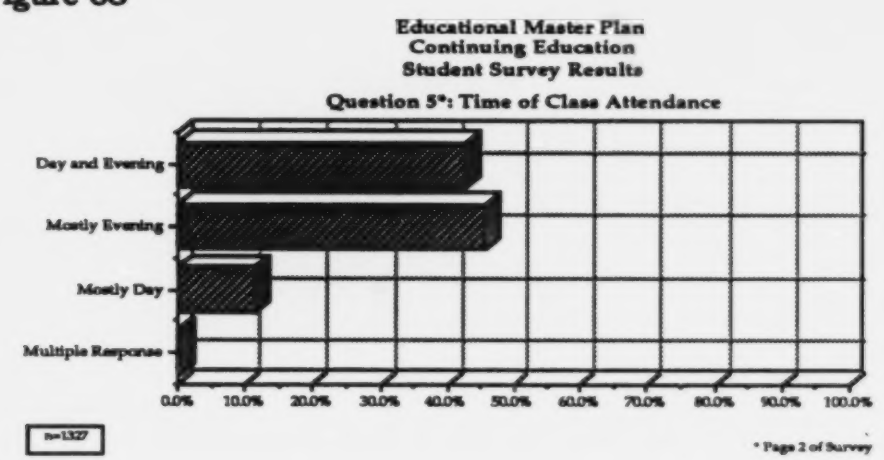


Question #5:

At present, when do you attend classes?

Students were given three response options for this question: mostly day, mostly evening, or both day and evening. Almost half (46%) of the students surveyed attended classes during the evening. Slightly less (43%) attended day classes and 11% went to classes in both the day and the evening. Refer to Figure 68 below.

Figure 68

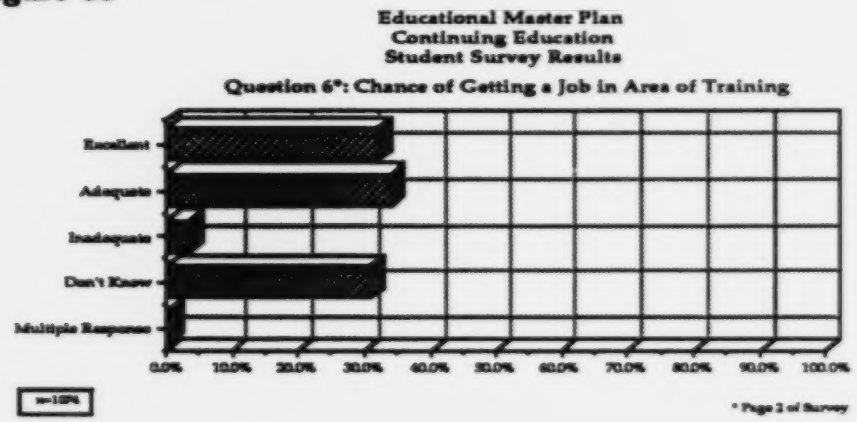


Question #6:

If you plan to seek a job after you complete your education here, what do you feel your chances are of getting a job in the area for which you have been trained?

More than two-thirds of the students felt positive about getting a job in their area of training: 34% felt their chances were adequate, and 32% felt their chances were excellent. Approximately 31% of the students did not know what their chances were of getting a job in their area of training. Only 3% indicated that their chances of finding employment were inadequate. Refer to Figure 69 below.

Figure 69

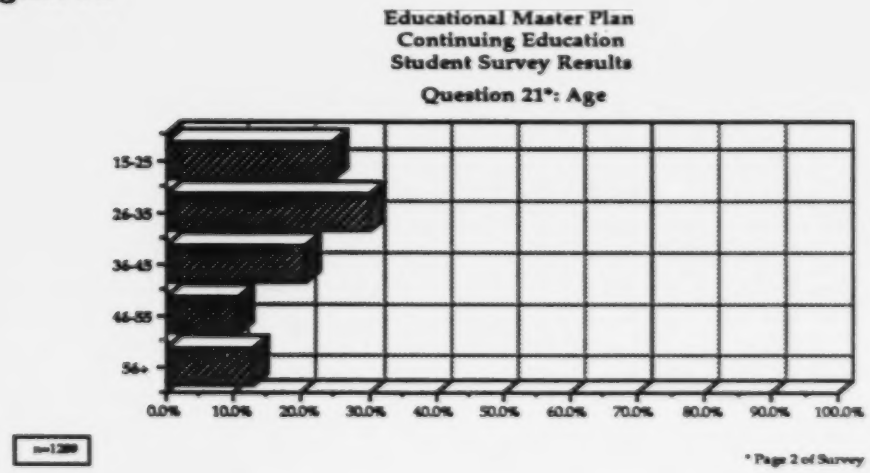


Question #21:

What is your age?

The largest age group was the 26-35 bracket with 31% of the responses. One fourth of the students surveyed were in the 15 to 25 age group (25%), and 21% were aged 36-45. There were fewest students in the 46 to 55 age group (11%) and the 56+ age group (13%). Figure 70 indicates the proportion of age categories of sample respondents.

Figure 70

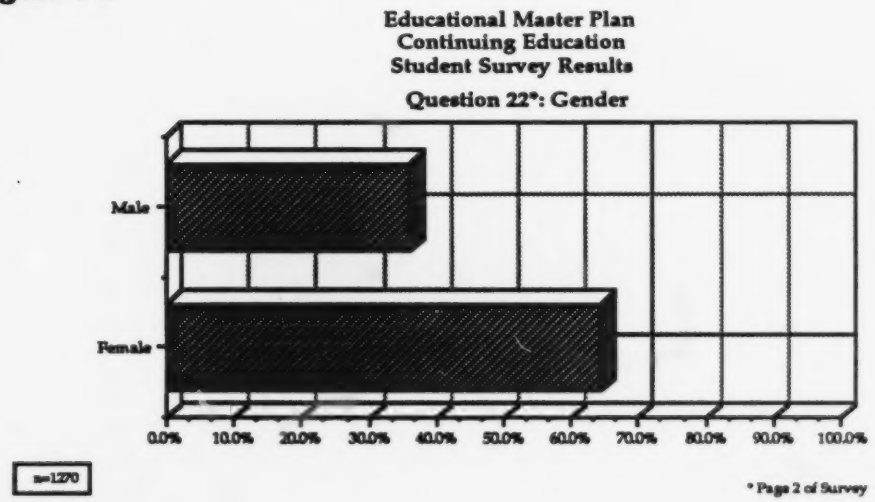


Question #22:

What is your gender?

Almost two-thirds of the continuing education students were female (64%), and 36% were male. See Figure 71 below.

Figure 71

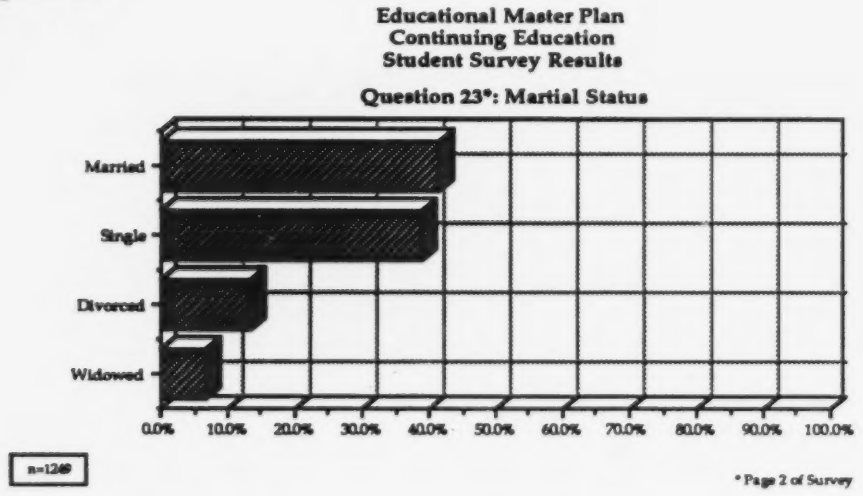


Question #23:

What is your marital status?

Almost the same percentage of students indicated they were single (39%) as married (41%). Of the rest of the sample, 13% were divorced and 7% were widowed. See Figure 72 below.

Figure 72

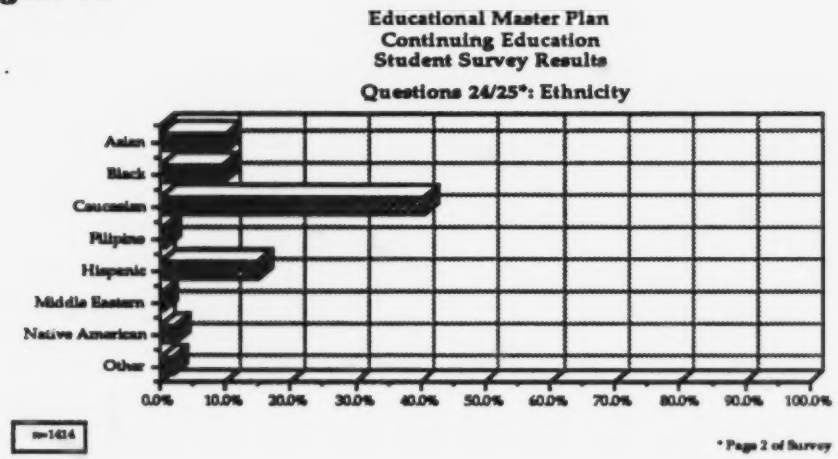


Question #24 and #25:

What is your ethnic group?

The largest ethnic group in the sample was Caucasian (41%). Other ethnic groups represented in the sample include: Hispanic (15%), Asian (11%), Black (10%), Filipino (1%), Native American (2%), and Middle Eastern (1%). There were a high percentage of multiple responses (19%) and some students categorized themselves as "other" (2%). This distribution may not accurately reflect the actual continuing education student population because beginning and intermediate ESL students were not included in the survey sample due to language difficulties in interpreting the survey. Refer to Figure 73 below.

Figure 73

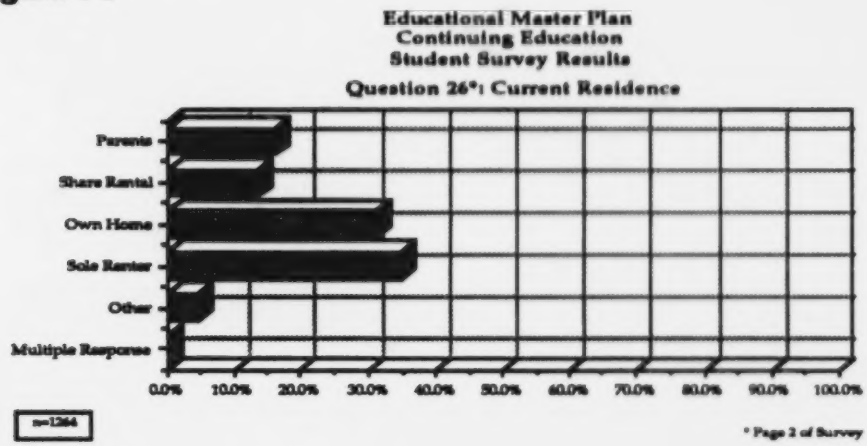


Question #26:

What are your current living arrangements?

Of the students surveyed, 16% lived at home with their parents, 35% rented their home, 13% shared a rental home, 31% owned their own home, 4% had other living arrangements and less than 1% indicated multiple living arrangements. Refer to Figure 74 below.

Figure 74

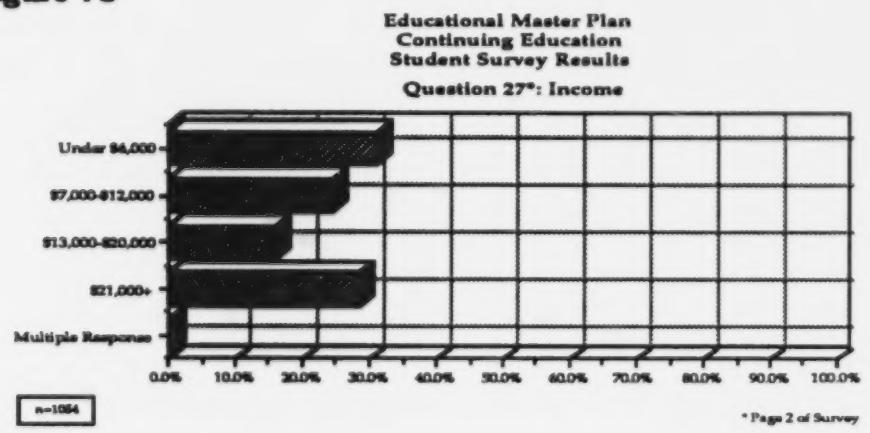


Question #27:

My personal income is (including wages, grants, loans, financial aid, etc.)?

Continuing education student incomes were fairly evenly distributed. A little more than half of the students surveyed had incomes under $12,000. Specifically, 31% had incomes of $6,000 and under, and 24% had incomes in the $7,000 to $12,000 range. The rest of the students responding to this question reported their income as $13,000 to $20,000 (16%) or $21,000 and over (29%). Refer to Figure 75.

Figure 75

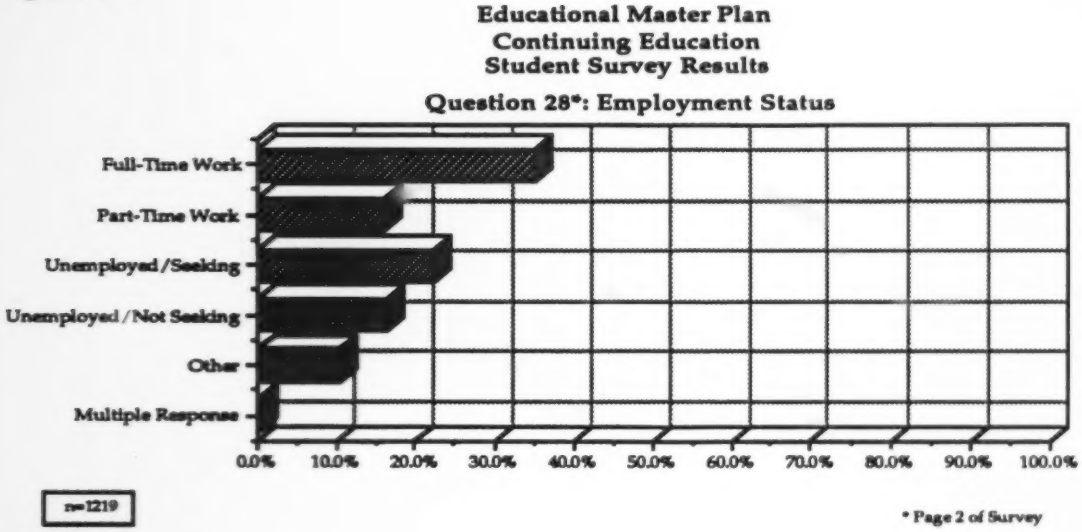


Question #28:

What is your employment status?

More than half of the students surveyed worked either full-time (35%), or part-time (16%). Another 22% were unemployed but seeking a job. Only 16% of the respondents were unemployed and not seeking a job. Some students (10%) listed their employment status as "other." Refer to Figure 76.

Figure 76

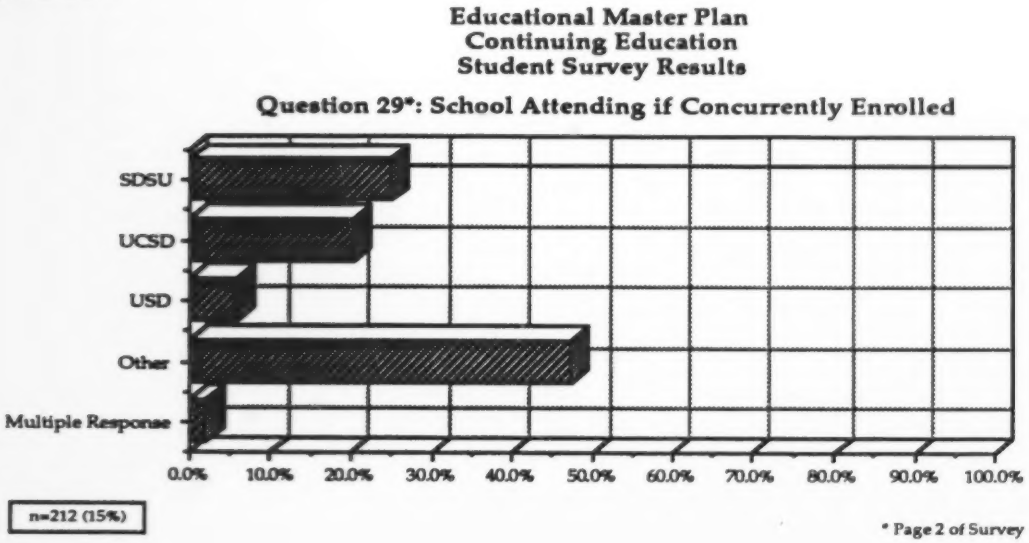


Question #29:

If you are concurrently enrolled at a 4-year institution, please indicate which one:

According to student responses to this question, 212 (15%) of the respondents were attending another learning institution at the same time they were enrolled at an SDCCD site. Of those that were concurrently enrolled, a high percentage (47%) attended schools other than those listed (possibly non-4 year institutions); 25% indicated they were concurrently enrolled at SDSU; and 20% were concurrently enrolled at UCSD. A small number attend USD (6%) and 2% indicated they were attending multiple schools. Refer to Figure 77.

Figure 77

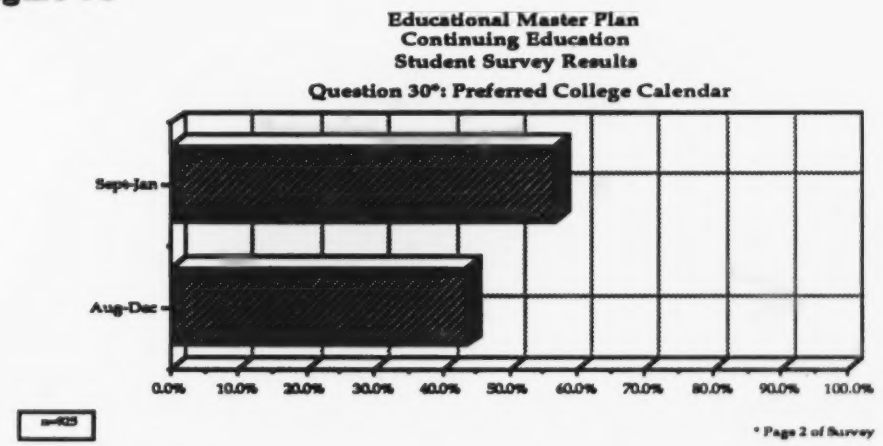


Question #30:

Which of the following college calendars would you prefer for Fall?

Students preferred the late start most often, with 57% indicating a preference for the September to January calendar, and 43% choosing the August to December calendar. Refer to Figure 78.

Figure 78



Continuing Education Student Survey Summary

Continuing education students rated the quality of their training and instruction very highly, and indicated less opinions for most of the other services. Those that expressed an opinion tended to rate the services as average. Few students expressed negative opinions. Part of the reason many students indicated no opinion was that many of the services were not available at the sites. The only question where students responded with a slightly negative opinion was in the appearance of the restrooms.

Among the sample population, there were several reasons for enrolling in courses. The most frequently cited reasons were personal interest, to improve skill levels, and because of the convenient location and class times. The average continuing education student in the sample did not participate in student government. Students' ages were widely distributed, and there were more female respondents than male. The sample indicated that there were about the same number of married students as single; that about the same number rented homes as owned them, and that the majority of the students worked either full-time or part-time. The sample was ethnically diverse, with wide ranging income levels.

APPENDIX A

APPENDIX A
SAN DIEGO COMMUNITY COLLEGE DISTRICT
EDUCATIONAL MASTER PLAN
STUDENT SURVEY
OPEN-ENDED QUESTIONS RESPONSE SUMMARY

As part of the District's Educational Master Plan (EMP), a student survey was conducted during the month of March, 1989. The purpose of the student survey was to provide information regarding students' perspectives on the services provided to them. The classes surveyed were randomly selected by the Research and Planning Department using the Statistical Package for the Social Sciences (SPSS). College class surveys were administered and collected by the Associated Student Body members. For Continuing Education, site Deans coordinated the survey distribution and collection with the surveys being administered by the instructors. Only Continuing Education classes were surveyed at ECC. A total of 246 classes were selected to be surveyed and of those surveyed 221 responded.

The survey consisted of 61 items on two page scannable forms focusing on a variety of issues. Students were also given the opportunity to write comments. The following summary discusses those issues most frequently mentioned by students on the survey form.

Page 2A, questions #5 and #6 provided the students an opportunity to make comments. The questions were:

1) List the single most important **strength** of the Colleges/Cont. Ed. student services; and

2) List the most significant **weakness** of the Colleges/Cont. Ed. student services.

Four general examples were listed after each question (Counseling, Financial Aid, Tutoring and Health). In reviewing the student comments, the majority of the comments focused on one of these four areas. Although these were intended to be examples, almost all students chose these areas for comments. Questions #2, #3, and #4 also allowed room for comments; however, there was little response to these questions from the students.

The majority of the comments received from students at each college focused on counseling. Approximately 46% of the students who responded to the question reported that counseling services were unsatisfactory, while 54% indicated counseling was satisfactory (see Table A-1). Parking was also

a major concern to those who commented. Many students cited a lack of classes as a problem. However, a large number of respondents were pleased with the higher education opportunities afforded to them. Comments were also made regarding Financial Aid, Tutoring, Health, and other areas, but the frequency of comments suggest that these areas were not of major concern to the students.

Comments from continuing education students indicated a generally favorable attitude toward the higher education opportunities offered, but many also cited a lack of class offerings as a problem. Respondents were generally pleased with the staff, the tuition, and the ESL and vocational opportunities available. See Table A-2.

Listed below are examples of responses, categorized by "strengths" and "weaknesses," received from the students on various areas.

> The counselors seem to provide different answers - different from the counselors at the college I am transferring to;
>
> My experience with the counselors have been unpleasant, I almost decided not to take any classes;
>
> Counseling is good, yet they need more knowledgeable staff. I went to the office four times before meeting with someone who knew what was going on;
>
> Counseling is very helpful. They helped to determine which classes are best suited for me;
>
> The counselors need to have more information on transferring. They do not seem very knowledgeable in this area;
>
> Need more free tutoring by qualified upper-classmen. Some current tutors are inadequate in their field;
>
> Health - because it's not really recognized in my opinion. I wasn't aware of the service;
>
> More classes in early evening (4:30 or 5:30 start). I find 7-10pm very hard since I get up at 5:30am;
>
> The lack of funds towards the Aviation department is allowing the training to "get behind" in the current practices in the field;
>
> If you're interested in a class and the enrollment is down, the class is cancelled and you're stuck with a book and no class;

Without these classes, I wouldn't have received the clerical typist position I presently have;
Inadequate facilities in that the parking areas and corridors are very dark at night;

More parking and some lights in the parking lots;

Janitorial - Restrooms dirty, unsanitary and generally a health hazard;

To improve my skills to get a good job;

The comments for each college and continuing education site were tallied by areas of response, and summarized below. The left column lists the area in which the student commented, the next column the number of students commenting on that area or issue.

Table A-1

Districtwide:

	COMMENTS	
COMMENT AREA	POSITIVE N	NEGATIVE N
Cafeteria	6	15
Counseling	354	301
Facilities	18	85
Financial Aid	197	125
Health	41	90
Higher Education	312	0
Lack Classes	0	186
Library	2	10
Parking	0	179
Reputation	0	43
Security	0	6
Staff	181	106
Transfer Informatio	0	38
Tuition	192	1
Tutoring	129	83
Miscellaneous	0	53

Table A-2

Continuing Education:

COMMENTS

COMMENT AREA	POSITIVE N	NEGATIVE N
Cafeteria	0	3
Counseling	132	54
Facilities	7	79
Financial Aid	78	40
Health	0	50
Higher Education	225	0
Lack of Classes	0	96
Library	0	2
Parking	0	20
Staff	92	18
Tuition	70	0
Tutoring	79	31
Miscellaneous		
Learn English	53	0
Job Skills	42	0
Convenience	39	0
Curriculum	11	0
Bookstore	0	2
Child Care	0	19
More Computers	0	31
Aid for Computer	0	28

All student surveys have been collected and placed into binders for review of student comments. These are available at the District Research Library.

APPENDIX B

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SURVEY NUMBER

EDUCATIONAL MASTER PLAN
STUDENT SURVEY

1 A

This is a 2 page survey, please keep pages together but do not staple

Please fill in the appropriate circle to correspond with the matching question.

(A) Excellent (B) Above Average (C) Average

(D) Below Average (E) No Opinion

1. In general, how would you grade the training and education you are receiving through your San Diego Community Colleges/Cont. Ed. Centers?
2. In general, how would you grade the quality of instruction?

   Comments_____
3. In general, how would you grade the quality of counseling?

   Comments_____
4. In general, how would you grade the quality of administration?

   Comments_____

In general, how would you grade the service of the following employees?

5. clerical staff 6. maintenance people 7. security guards
8. cafeteria workers 9. cooks

How would you grade your campus with regard to the general appearance of its:

10. buildings 11. grounds
12. cafeteria 13. restrooms

How would you grade the service you received in the following:

14. tutoring 15. health services 16. financial aid
17. child care/child development 18. veterans benefits
19. In general, how would you grade your own awareness of Student Government?
20. Is this your first year attending San Diego Community College?

Y Yes N No

SURVEY MARKING INSTRUCTIONS
- Use a No. 2 Pencil
- Fill circles completely
- Erase cleanly

SURVEY NAME

SPECIAL CODES

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3	3	3
4	4	4
5	5	5
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7	7	7
8	8	8
9	9	9

SURVEY B
Form No. 19637
NATIONAL COMPUTER SYSTEMS NCS

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21. Are you a member of the Associated Student Body (ASB) ? 1 B

Y Yes N No

22. Are you satisfied with Student Government?

Y Yes N No

23. Why did you enroll in the College/Cont. Ed site you are now attending? (mark all that apply)

(A) Reputation (B) Wanted to meet people (C) Location convenient
(D) Need to learn initial job skills (E) Was not accepted at college/university

24. Continued

(A) Classes offered at convenient times (B) Wanted to improve present skills
(C) Alternative to working (D) Want to contribute to my community
(E) High school teacher/counselor advised me to enroll

25. Continued

(A) Obtain a license/certificate (B) Offered major I wanted (C) Update job skills
(D) Wanted general education (E) Need career retraining

26. Continued

(A) Couldn't afford university of choice (B) Want to transfer to university
(C) Parents want me to go to college (D) Boredom
(E) Wanted to improve reading and/or study skills

27. Continued

(A) College representative recruited me (B) Personal interest
(C) Could not get my class(es) at SDSU/UCSD
(D) Other (list)_____

28. What is your current program emphasis?

(A) Vocational (B) Arts/Science (C) Transfer to 4 yr. institution
(D) Other (Specify)_____

Please write in the vocational program, if any, in which you are enrolled or plan to enroll.

_____

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Y N

1 (A) (B) (C) (D) (E)

EDUCATIONAL MASTER PLAN STUDENT SURVEY - CONTINUED 2 A

2 (A) (B) (C) (D) (E)

Please keep pages together, do not staple

3 (A) (B) (C) (D) (E)

1. How many units are you carrying this semester?

   (A) 0 - 3 (B) 3.5 - 6 (C) 6.5 - 11.5 (D) 12 - 14 (E) 15+

4 (A) (B) (C) (D) (E)

2. What is your preferred schedule for attending classes?

   (A) 3 times a week in the morning (B) 3 times a week in the afternoon

5 (A) (B) (C) (D) (E)

   (C) 3 times a week in the evening (D) 5 times a week

3. What is your preferred schedule for attending classes (continued)?

6 (A) (B) (C) (D) (E)

   (A) 1 hour, 3 times a week (B) once a week

   (C) 1-1/2 hours, 2 times a week (D) weekends

7 (A) (B) (C) (D) (E)

4. What form of transportation do you primarily rely on to get to school?

   (A) Car (B) Bus (C) Motorcycle (D) Bicycle (E) Other

8 (A) (B) (C) (D) (E)

5. At present, when do you attend classes?

   (A) Mostly day (B) Mostly evening (C) Split between am & pm

9 (A) (B) (C) (D) (E)

What is most important to you about attending a Community College/Cont. Ed Class?

10 (A) (B) (C) (D) (E)

_____

What changes would you like to see in the Community College/Cont. Ed. Program?

11 (A) (B) (C) (D) (E)

_____

12 (A) (B) (C) (D) (E)

6. If you plan to seek a job after you complete your education here, what do you feel your chances are of getting a job in the area for which you have been trained?

13 (A) (B) (C) (D) (E)

   (A) Excellent (B) Adequate (C) Inadequate (D) Don't Know

If you intend to **transfer** to a 4-year college/university, in which area would you major?

14 (A) (B) (C) (D) (E)

List major_____

List the single most important **strength** of the Colleges/Cont. Ed. student services. (Counseling, Financial Aid, Tutoring, Health)

15 (A) (B) (C) (D) (E)

_____

16 (A) (B) (C) (D) (E)

_____

17 (A) (B) (C) (D) (E)

_____

List the most significant **weakness** of the Colleges/Cont. Ed. student services. (Counseling, Financial Aid, Tutoring, Health)

18 (A) (B) (C) (D) (E)

_____

19 (A) (B) (C) (D) (E)

_____

20 (A) (B) (C) (D) (E)

_____

SURVEY NUMBER

SURVEY MARKING INSTRUCTIONS

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SURVEY NAME

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Please complete the following information about yourself: 2 B

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21. Age: (A) 15-25 (B) 26-35 (C) 36-45 (D) 46-55 (E) over 56

22 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ

22. Sex: (A) Male (B) Female

23 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ

23. Marital status: (A) Married (B) Single (C) Divorced (D) Widowed

24. Ethnic Group (please mark only one - optional):

24 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ

(A) American Indian (B) Asian (C) Black (D) Caucasian (white)

25. Ethnic Group (continued-please check only one - optional):

25 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ

(A) Filipino (B) Hispanic (C) Middle Eastern (D) Other_____

26. I currently:

26 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ

(A) live at home with parents (B) share an apartment/house

(C) own my home (D) am renting a house/apartment (E) Other_____

27 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ

27. My personal income is (including wages, grants, loans, financial aid, etc.):

(A) under $6,000 (B) $7,000 - 12,000 (C) $13,000 - 20,000

28 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ

(D) over $21,000

28. My employment status is:

29 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ

(A) Full-time work (B) Part-time work (C) Unemployed/seeking

(D) Unemployed/not seeking (E) Other_____

30 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ

29 If you are concurrently enrolled at a 4-year institution, please indicate which one:

(A) SDSU (B) UCSD (C) USD (D) Other_____

31 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ

(Please specify)

30. Which of the following college calendars would you prefer for Fall?

32 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ

(A) August 19th to December 24th. (B) September 12th to January 20th.

31. Which college site(s) are you attending ?

33 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ

(A) City (B) Mesa (C) Miramar (D) ECC (E) Other district site

32. Which Continuing Education site(s) are you attending?

34 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ

(A) Centre City/Skills Center (B) Clairemont Mesa (C) East San Diego

35 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ

(D) Educational Cultural Complex (E) Harbor View

33. Which Continuing Education site(s) are you attending (continued)?

36 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ

(A) Kearny Mesa (B) Midway (C) Mira Mesa (D) Navajo (E) No. Shores

37 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ

38 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ

39 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ

ERIC Clearinghouse for Junior Colleges

40 Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ

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